The material contained within this volume is part of the endorsed components of the Training Package (Version 4). This volume must be read in conjunction with information contained within the first volume of the Training Package. This Training Package is to be reviewed by October 2010.

*Volume I* A Guide for Users, which includes preliminary information, policy, assessment guidelines and all TLI07 (Version 4) qualifications.

*Volume II* Units of Competency, in the following field order:

| A | B | C | D | E | F | G | H | I | J | K | L | LIC | M | N | O | P | PC | Q | R | S | T | U | V | W | X | Y | Z |


This work is the result of wide consultations with Australian industry participants. It is a collaborative view and does not necessarily represent the view of DEEWR or any specific body. For the sake of brevity it may omit factors which could be pertinent in particular cases.

While care has been taken in the preparation of this Training Package, DEEWR and the original developer do not warrant that any licensing or registration requirements specified here are either complete or up-to-date for your state or territory. DEEWR and the original developer do not accept any liability for any damage or loss (including indirect and consequential loss) incurred by any person as a result of relying on the information contained in this Training Package.

This Training Package should not be regarded as professional advice and it should not be relied upon in any important matter without obtaining appropriate advice relevant to your circumstances.

The Transport and Logistics Skills Council wishes to acknowledge the financial and advisory support provided by the following organisations during the development of this Training Package:

- Australasian Railway Association
- Connex – Melbourne
- Department of Education, Employment Workplace Relations
- Maritime Union of Australia
- National Union of Workers
- Rail, Tram and Bus Union
- Queensland Rail
- TNT Australia
- TOLL Holdings
- Transport Workers Union of Australia
## TLIA1007C Coordinate goods to bond premises

### Unit Descriptor
This unit involves the skills and knowledge required to coordinate goods to bond premises in accordance with regulatory and workplace requirements including identifying and listing goods for bonding, arranging transfer of goods to bond store, and preparing and issuing bond lists. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning coordination of goods to bond premises.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the coordination of goods to bond premises as part of work activities in the warehousing, distribution and/or storage industries.

### Competency Field
A – Handling Cargo/Stock

### ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify and list goods for bonding | 1.1 Goods are listed for bonding when not delivered or collected on completion of agreed storage period  
1.2 Prior to listing for bonding, inspection is arranged with the Australian Customs Service for goods identified as surplus  
1.3 Goods left after time advertised for collection are listed for bonding in accordance with workplace policy and Australian Customs Service requirements |
| 2 Arrange transfer of goods to bond store | 2.1 Arrangements for the transfer of goods to bond store are made in accordance with regulatory requirements and workplace procedures  
2.2 Carrier is notified of storage or yard location, marks and quantity |
| 3 Prepare and issue bond list | 3.1 Bond list is prepared in accordance with workplace requirements and Australian Customs Service regulations  
3.2 Bond list, endorsed with the relevant information, is issued to carrier |
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international codes and regulations relevant to the coordination of goods to bond premises
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the coordination of goods to bond premises
• Focus of operation of work systems, equipment, management and site operating systems for coordination of goods to bond premises
• Problems that may occur when coordinating goods to bond premises and appropriate action that can be taken to resolve the problems

Required skills:
• Communicate effectively with others when coordinating the delivery of goods to bond premises
• Read and comprehend simple statements in English
• Read and interpret instructions, procedures and labels relevant to the coordination of goods to bond premises
• Complete documentation when coordinating the delivery of goods to bond premises
• Work collaboratively with others when coordinating the delivery of goods to bond premises
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems when coordinating the delivery of goods to bond premises in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events when coordinating the delivery of goods to bond premises
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant communications, computing and office equipment when coordinating goods to bond premises
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted: • in a range of work environments • by day or night
Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and materials

Consultative processes may involve:
• other employees and supervisors
• suppliers, customers and clients
• bond store representatives
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
• other maintenance, professional or technical staff

Communication in the work area may include:
• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• radio
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• high visibility clothing
Information/documents may include:

- workplace procedures and policies for the coordination of goods to bond store premises
- supplier and/or client instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- agents delivery order and agents program
- customers clearance
- quarantine clearance
- point of MT return/hand-over agreement
- continuing permission
- single transaction permissions
- chief clerks MT delivery program
- gate pass/VMO clearance stamped
- bulk run numbers
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- relevant legislation, regulations and related documentation including ADG / IMDG Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the coordination of goods to bond premises
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIA107C Secure cargo

#### Unit Descriptor
This unit involves the skills and knowledge required to secure cargo including preparing to secure cargo/containers, lashing and unlashing cargo, protecting cargo from weather, and packing and unpacking cargo. It may apply in cargo securing contexts in the stevedoring, transport, distribution and allied industries. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the securing of cargo.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the securing of cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

#### Competency Field
A – Handling Cargo/Stock

### ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

#### 1 Prepare to secure cargo/containers

1.1 Work area is prepared and maintained in accordance with the national standards, safety codes and site operating procedures
1.2 Unsafe work practices and/or equipment are reported to appropriate personnel
1.3 Appropriate protective clothing, equipment and fittings are selected
1.4 Formwork is erected where no lashing points exist
1.5 Lashing plan is read and interpreted

#### 2 Lash and unlash cargo

2.1 Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargo
2.2 Lashing points are identified and appropriate fittings and lashing equipment are used for each lashing point
2.3 Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured, attached and tensioned
2.4 Tensioners are securely fastened
2.5 When unlashaging, fittings are released, disconnected and removed from the cargo
2.6 Lashing equipment is placed in designated storage areas or cleared from work area
2.7 Lashing/unlashing operations ensure no injury to personnel or damage to machinery or cargo
2.8 Lashing is completed in accordance with lashing plan

3 Protect cargo from weather
3.1 Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipment
3.2 Work is conducted in accordance with the requirements of national standards, safety codes and site operating procedures

4 Pack and unpack cargo
4.1 Damaged cargo is identified and reported following enterprise procedures
4.2 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 procedures
4.3 Cargo is identified through the interpretation of marks or numbers
4.4 Tight stow of cargo is maintained
4.5 Cargo is handled ensuring no injury to personnel or damage to cargo or equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Procedures for managing and controlling hazardous situations when carrying out work activities
- The marking and numbering systems for cargo
- Problems that may occur when securing cargo or freight and appropriate action that can be taken to resolve the problems
- Focus of operation of work systems, equipment, management and site operating systems for the securing of cargo or freight
- Workplace procedures and policies for the securing of cargo or freight
- Australian and international standards, codes and regulations relevant to the securing of cargo or freight including the Australian and International Dangerous Goods Codes
- Relevant bond, quarantine or other legislative requirements
- Relevant handling and safety codes
- Relevant OH&S and environmental procedures and regulations

Required skills:
- Communicate effectively with others when securing cargo or freight
- Read and interpret instructions, procedures, information and labels relevant to securing cargo or freight
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Receive, acknowledge and send messages with available communications equipment
- Complete documentation related to the securing of cargo or freight
- Work collaboratively with others when securing cargo or freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when securing cargo or freight
- Operate and adapt to differences in cargo handling equipment in accordance with standard operating procedures
- Use the lashing and protection equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

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

**Work may be conducted:**  
- in a range of work environments  
- by day or night

**Customers may be:**  
- internal or external

**Workplaces may comprise:**  
- large, medium or small worksites
Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- at height
- in a workbox or workcage

Cargo may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Lashing equipment for containers may include:
- twistlocks
- pelican hooks
- lashing rods (bars)
- turn handles (keys)
- bottle screws
- bridging clamps
- cones

Securing equipment may include:
- chocks
- racks
- lashings
- ropes
- chains

Covers may include:
- rain and dust covers

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
- full arrest safety harness
Communication in the work area may include:

- phone
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the securing of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the securing of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
**TLIA1107C Package goods**

**Unit Descriptor**
This unit involves the skills and knowledge required to package goods in accordance with regulatory and workplace requirements including selecting materials, packing and unwrapping products, and labelling packaged products/loads to the required labelling standards. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the packaging of goods.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the packaging of goods as part of work activities in the warehousing, distribution and/or storage industries.

**Competency Field**
A – Handling Cargo/Stock

---

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

**1 Select materials and pack and unwrap products**

1.1 Packaging specifications and order packaging documentation are correctly interpreted

1.2 Appropriate packaging technology suitable for the goods to be packed is selected

1.3 Packaging materials are identified and matched to specifications

1.4 Work plan ensures materials are used economically and that appropriate packaging is used that minimises loss and damage in transit or storage

1.5 Work is planned in accordance with OH&S requirements

1.6 Completed packed goods are stacked to minimise damage from within and outside

**2 Label packaged products/loads**

2.1 Workplace labelling standards are identified

2.2 Appropriate goods handling, labelling and other identification symbols are utilised

2.3 Invoices and picking slips are attached (where required)

2.4 Workplace documentation is completed
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international codes and regulations relevant to the packaging of goods including the Australian Dangerous Goods Code (ADG Code)
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the packaging of goods
• Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
• Problems that may occur when packaging goods and appropriate action that can be taken to resolve the problems
• Documentation requirements for the packaging of goods
• Housekeeping standards procedures required in the workplace
• Site layout and obstacles

Required skills:
• Communicate effectively with others when packaging goods
• Read and interpret instructions, procedures and labels relevant to the packaging of goods
• Complete documentation related to work activities when packaging goods
• Work collaboratively with others when packaging goods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when packaging goods in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when packaging goods
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment when packaging goods
• Check operation of packaging equipment in terms of service schedule and standard operating procedures
• Select and use relevant communications, computing equipment and materials when packaging goods
• Estimate the size, shape and special requirements of goods and loads

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

Work may be conducted: • in a range of work environments
  • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces
  • exposed conditions
  • controlled or open environments

Goods may involve: • special handling, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to: • chemicals
  • dangerous or hazardous substances
  • movements of equipment, goods and materials
  • oil or water on floor
  • a fire or explosion
  • damaged packaging or pallets
  • debris on floor
  • faulty racking
  • poorly stacked pallets
  • faulty equipment

Consultative processes may involve: • other employees and supervisors
  • suppliers, customers and clients
  • relevant authorities and institutions
  • management and union representatives
  • industrial relations and OH&S specialists
  • other maintenance, professional or technical staff
Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA1207C  Pick and process orders

Unit Descriptor
This unit involves the skills and knowledge required to pick and process orders in accordance with workplace requirements including identifying workplace order picking processes, policies and procedures; picking and despatching orders, and recording stock levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with relevant codes/regulations and workplace requirements for the picking and processing of orders.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures to the picking and processing of orders in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify workplace order picking processes, policies and procedures</td>
<td>1.1 Workplace procedures for order picking and related workplace documentation are interpreted</td>
</tr>
<tr>
<td></td>
<td>1.2 Stock allocation and location systems are identified and located</td>
</tr>
<tr>
<td></td>
<td>1.3 Appropriate manual handling equipment is selected in accordance with OH&amp;S regulations and workplace procedures</td>
</tr>
<tr>
<td>2 Pick and despatch an order</td>
<td>2.1 Work requirements are planned with appropriate equipment and documentation assembled</td>
</tr>
<tr>
<td></td>
<td>2.2 Zones of the warehouse which store required products are identified and located</td>
</tr>
<tr>
<td></td>
<td>2.3 Pick path is established</td>
</tr>
<tr>
<td></td>
<td>2.4 Where required, appropriate pallet(s) for orders are selected and stacked to minimise stock damage and maximise stability</td>
</tr>
<tr>
<td></td>
<td>2.5 Products are selected and consolidated</td>
</tr>
<tr>
<td></td>
<td>2.6 Products/pallets are located in despatch areas</td>
</tr>
<tr>
<td></td>
<td>2.7 Products are assembled to meet workplace schedules</td>
</tr>
<tr>
<td></td>
<td>2.8 Orders are consolidated, secured, arranged and placed in storage zones in accordance with the schedule</td>
</tr>
<tr>
<td>3 Record stock levels</td>
<td>3.1 Storage areas are checked and stocks are noted for</td>
</tr>
</tbody>
</table>
3.2 Workplace records are completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the picking and processing of orders
• Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders
• Problems that may occur when picking and processing an order and appropriate action that can be taken to resolve the problems
• Documentation and record requirements when picking and processing an order
• Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use
• Housekeeping standards procedures required in the workplace
• Site layout and obstacles

Required skills:
• Communicate effectively with others when picking and processing orders
• Read and comprehend simple statements in English
• Read and interpret instructions, procedures, signs and labels relevant to the picking and processing of orders
• Complete documentation related to picking and processing orders
• Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
• Work collaboratively with others when picking and processing orders
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when picking and processing orders in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events when picking and processing orders
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when picking and processing orders
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use relevant equipment and communications technology when picking and processing orders
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Estimate the size, shape and special requirements of goods/loads

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

Work may be conducted:    • by day or night
                          • in a range of work environments
Customers may be:          • internal or external
Workplaces may comprise:   • large, medium or small worksites
Work may be conducted in:  • limited or restricted spaces
                          • exposed conditions
                          • controlled or open environments

Problems that may occur when picking and processing an order include:
• wrong stock is picked
• wrong carton for order
• incorrect location
• damaged stock
• no stock at location
• incorrect quantity
• failing to meet a special order requirement

Special order requirements may include:
• pricing
• special packing
• specific size of carton
• special categories of stock
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- contractors
- official representatives

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the picking and processing of orders
- Australian Dangerous Goods Code
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA1307C

Receive goods

Unit Descriptor
This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements, including identifying workplace procedures and documentation requirements for the receipt of goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, packing and storing stock. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receiving of goods.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the receiving of goods as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Identify workplace procedures and documentation requirements for the receipt of goods
1.1 Workplace procedures for receipt of goods are identified
1.2 Purpose of documents associated with the receipt of goods is interpreted
1.3 Workplace documentation requirements for the receipt of goods and reporting of damage are identified

2 Check and inspect goods on arrival and complete workplace documentation
2.1 Procedures for checking of goods in comparison with orders or manifests are identified and followed
2.2 Discrepancies and/or damaged goods are reported
2.3 Non-conforming goods are appropriately documented and despatched or stored in accordance with company procedures

3 Unload, unpack and store stock
3.1 Appropriate manual handling techniques and equipment are identified
3.2 Safe work procedures are used when unloading, unpacking and storing stock
3.3 Advice on appropriate storage locations and requirements for particular products is sought
3.4 Goods are unloaded and unpacked in accordance with workplace procedures
3.5 Assistance from others is sought when required to maintain safe and effective work
3.6 Directions are followed to store stock in appropriate areas

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international codes and regulations relevant to the receiving of goods including the ADG Code and relevant bond, quarantine or other legislative requirements
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the receiving of goods
• Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods
• Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems
• Specifications and standards for the checking and inspection of received goods
• Documentation requirements for the receiving of goods
• Housekeeping standards procedures required in the workplace
• Site layout and obstacles

Required skills:
• Communicate effectively with others when receiving goods
• Read and comprehend simple statements in English
• Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods
• Complete documentation related to the receival of goods
• Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
• Work collaboratively with others when receiving goods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems when receiving goods in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events when receiving goods
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when receiving goods
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use relevant load handling equipment when receiving goods
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Estimate the size, shape and special requirements of goods and loads

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

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• limited or restricted spaces
• exposed conditions
• controlled or open environments

Received goods may involve:
• special handling and storage requirements, including temperature controlled goods and dangerous goods

Problems that may occur when receiving goods may include:
• damaged stock
• damaged pallets or packaging
• wrong stock
• error in paperwork
• poorly stacked stock
• incorrect quantity

Aspects of goods to be checked when receiving goods may include:
• correct type
• number
• condition
• quality
• packaging
• labelling
• dangerous goods declarations and markings (where applicable)
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- fire or explosion
- damaged packaging or pallets
- debris on floor
- poorly stacked pallets
- faulty equipment

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- drivers and agents
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air Regulations
  - Australian and international explosives codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA1407C Use product knowledge to complete work operations

Unit Descriptor
This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify products in a subsection of a warehouse or other storage area
1.1 Products are identified against specified criteria in accordance with workplace procedures
1.2 Storage and handling characteristics are identified and applied consistently
1.3 Products are described to internal customers identifying features which may affect location, safety or storage requirements

2 Examine quality and report on products
2.1 Products are inspected in accordance with workplace quality assurance procedures
2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable
2.3 Non-conforming products are recorded/reported in accordance with workplace procedures

3 Use inventory and labelling systems to
3.1 Inventory and labelling systems are used to locate products within the workplace
identify and locate products

3.2 Goods are physically located and identified

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products
- Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods
- Categories or groups of products and the special handling, stacking and storage requirements for each
- Purpose and use of cataloguing and labelling systems
- Strategies to seek out sources of knowledge of products and use this information to inform work
- Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when handling, transporting and storing products and providing information on products and services
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the handling, transporting and storing of products and the provision of information on products and services
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Complete documentation related to work activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Adapt to differences in products and services in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communications, computing and load handling equipment
- Estimate the size, shape and special requirements of goods and loads
RANGE STATEMENT

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

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

Distinguishing identification criteria for products may include:
- shape
- size
- colour
- distinguishing features
- codes and product identification/serial numbers
- labels
- signs or other documentation
- locations
<table>
<thead>
<tr>
<th>Characteristics of Products/Stock May Include:</th>
<th>Small Parts</th>
<th>Toxicity</th>
<th>Flammability</th>
<th>Form</th>
<th>Weight</th>
<th>Size</th>
<th>State</th>
<th>Perishability</th>
<th>Fragility</th>
<th>Security Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labelling Systems May Include:</td>
<td>Batch Code</td>
<td>Bar Code</td>
<td>Identification Numbering Systems</td>
<td>Serial Numbers</td>
<td>Symbols for Safe Handling</td>
<td>ADG and HAZCHEM Codes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication in the Work Area May Include:</td>
<td>Phone</td>
<td>Electronic Data Interchange (EDI)</td>
<td>Fax</td>
<td>Email</td>
<td>Internet</td>
<td>RF Systems</td>
<td>Oral, Aural or Signed Communications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depending on the Type of Organisation Concerned and the Local Terminology Used, Workplace Procedures May Include:</td>
<td>Company Procedures</td>
<td>Enterprise Procedures</td>
<td>Organisational Procedures</td>
<td>Established Procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Protective Equipment May Include:</td>
<td>Gloves</td>
<td>Safety Headwear and Footwear</td>
<td>Safety Glasses</td>
<td>Two-Way Radios</td>
<td>High Visibility Clothing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Hazards in the work area may include:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIA1507C**  
**Complete receival/despatch documentation**

**Unit Descriptor**  
This unit involves the skills and knowledge required to complete receival/despatch documentation in accordance with regulatory and workplace requirements including analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the completion of receival/despatch documentation.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the completion of receival/despatch documentation as part of work activities in the warehousing, distribution and/or storage industries.

**Competency Field**  
A – Handling Cargo/Stock

---

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

**1 Analyse order to identify work requirements to fill order**

1.1 Order request documentation is interpreted
1.2 Product(s) in order are noted and workplace location(s) are identified
1.3 Workplace and product knowledge is used to organise documentation
1.4 Required schedules for order movement are identified and noted where required
1.5 Special aspects of the order such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted

**2 Follow workplace order documentation processes**

2.1 Workplace procedures for documentation of an order are identified
2.2 Workplace documentation is completed in accordance with workplace procedures and any relevant regulatory requirements
3 Finalise documentation

3.1 Order is checked against schedule and order form
3.2 Workplace records are completed, and labels and appropriate documentation are attached in accordance with workplace procedures and any relevant regulatory requirements
3.3 Special transportation requirements are identified and conveyed to appropriate personnel
3.4 Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in accordance with the relevant regulations and codes

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
- Australian and international codes and regulations relevant to the completion of receival/despatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the completion of receival/despatch documentation
- Focus of operation of work systems, equipment, management and site operating systems for the receiving and despatch of goods
- Problems that may occur when completing receival and despatch documentation and appropriate action that can be taken to resolve the problems
- Specifications and standards for the checking and inspection of received and despatched goods
- Documentation requirements for the receipt and despatch of goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when completing receival and despatch documentation
- Read and interpret instructions, procedures and labels relevant to the completion of receival and despatch documentation
- Complete receival and despatch documentation
- Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Work collaboratively with others when completing receival and despatch documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when completing receival and despatch documentation in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer, communication and office equipment when completing receival and despatch documentation
• Estimate the size, shape and special requirements of goods and loads

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

Work may be conducted: • in a range of work environments • by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments
Received/despached goods may involve: • special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
Problems that may occur when receiving/despatching goods include: • damaged stock • damaged pallets or packaging • wrong stock • error in paperwork • poorly stacked stock • incorrect quantity
Aspects of goods to be checked when receiving/despatching goods may include: • correct type • number • condition • quality • packaging • labelling • dangerous goods declarations and marking (where applicable)
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- poorly stacked pallets
- faulty equipment

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- drivers and agents
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the receiving of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air Regulations
  - Australian and international explosives codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA1607C  Use inventory systems to organise stock control

Unit Descriptor
This unit involves the skills and knowledge required to use inventory systems to organise stock control in accordance with workplace requirements including identifying inventory and stock control systems in use in the workplace, using re-order procedures to maintain stock levels, organising cyclical stock counts, and reporting discrepancies or variances. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the use of inventory systems to organise stock control.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when using inventory systems to organise stock control as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Identify inventory and stock control systems in use in the workplace
1.1 Workplace inventory and stock control equipment, software and systems are identified
1.2 Reasons for common database approach to inventory records and documentation in the warehouse are explained
1.3 Procedures for identification and reporting of discrepancies or variances are identified

2 Use re-order procedures to maintain stock levels
2.1 Stock level maintenance checking is conducted
2.2 Stock is re-ordered to meet stock level maintenance requirements in accordance with workplace policies and procedures
2.3 Data is accurately entered and extracted from the inventory/records system using appropriate workplace procedures

3 Organise cyclical stock counts and report discrepancies or
3.1 Process for cyclical stock count is planned and work allocated to team members
3.2 Clear directions on tasks to be performed are given
variances

3.3 Stocktake activities are conducted in accordance with workplace procedures
3.4 Types and causes of records discrepancies are identified
3.5 Procedures for noting and correcting minor discrepancies are used
3.6 Major discrepancies are reported in accordance with workplace procedures
3.7 Workplace documentation is completed

4 Produce reports on record keeping and inventory functions

4.1 Types of reports to be produced from inventory records systems are identified
4.2 Reports are produced in accordance with workplace procedures and relevant regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Australian codes and regulations relevant to the organisation of stock control
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the use of inventory systems to organise stock control
• Focus of operation of inventory systems, equipment, management and site operating systems for the control of stock
• Principles of operation and functions of inventory systems
• Applications of different types of inventory systems and stock management approaches
• Workplace processes for records management and the production of inventory reports
• Principles of operation and functions of inventory systems
• Computer records and documentation requirements for stock control, including forms, checklists and inventory reports
• Housekeeping standards procedures required in the workplace
• Site layout and obstacles

Required skills:

• Communicate effectively with others when using inventory systems to organise stock control
• Read and comprehend simple statements in English
• Read and interpret instructions, procedures and labels relevant to the use of inventory systems for the organisation of stock control
• Complete documentation related to the use of inventory systems to organise stock control
• Work collaboratively with others when using inventory systems to organise stock control
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems when using inventory systems to organise stock control in accordance with regulatory requirements and workplace procedures

• Implement contingency plans for unplanned events

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

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

• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

• Select and use relevant communications, computing and office equipment when using inventory systems to organise stock control

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

Work may be conducted: • in a range of work environments

• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces

• exposed conditions

• controlled or open environments

Goods may involve: • special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be: • automated

• manual

• paper-based

• computerised

• microfiche

Categories or groups of products/stock may include: • small parts

• perishable goods

• overseas export

• dangerous goods

• refrigerated products

• temperature controlled stock

• fragile goods
The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
| Personal protective equipment may include: | • gloves  
• safety headwear and footwear  
• safety glasses  
• two-way radios  
• high visibility clothing |
| Consultative processes may involve: | • other employees and supervisors  
• suppliers, customers and clients  
• relevant authorities and institutions  
• management and union representatives  
• industrial relations and OH&S specialists  
• other maintenance, professional or technical staff |
| Information/documents may include: | • goods identification numbers and codes  
• manifests, picking slips, merchandise transfers, stock requisitions and bar codes  
• codes of practice and regulations relevant to the identification, handling and stacking of goods  
• Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances  
• operations manuals, job specifications and induction documentation  
• manufacturers specifications for equipment  
• workplace procedures and policies  
• supplier and/or client instructions  
• dangerous goods declarations and material safety data sheets (where applicable)  
• award, enterprise bargaining agreement, other industrial arrangements  
• relevant Australian standards and certification requirements  
• quality assurance procedures  
• emergency procedures |
Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and international dangerous goods codes
  - Australian and international explosives codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
### TLIA1707C

**Apply product knowledge to organise work operations**

**Unit Descriptor**
This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the organisation of work operations in the warehousing, distribution and/or storage industries.

**Competency Field**
A – Handling Cargo/Stock

---

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify and categorise products</td>
<td>1.1 Products are identified and categorised in terms of specified criteria in accordance with workplace procedures</td>
</tr>
<tr>
<td>2 Match products to locations based on specified criteria</td>
<td>2.1 Locations for products are determined based on specified criteria</td>
</tr>
<tr>
<td></td>
<td>2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements</td>
</tr>
<tr>
<td>3 Assist individuals to solve stock identification and location problems</td>
<td>3.1 New stock items are identified and particular product information is brought to the attention of relevant personnel</td>
</tr>
<tr>
<td></td>
<td>3.2 Stock queries are predicted and team members assisted to locate and assimilate information relevant to these products</td>
</tr>
<tr>
<td></td>
<td>3.3 Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel</td>
</tr>
<tr>
<td></td>
<td>3.4 Personnel are encouraged to maintain and build product knowledge through accessing product information and the</td>
</tr>
</tbody>
</table>
4 Identify appropriate transfer and handling requirements

4.1 Resources used to transfer different products through the storage zones are identified and evaluated
4.2 Work in receival and despatch areas is supported by identification and reporting of variances
4.3 Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems
4.4 Relevant documentation is completed in accordance with workplace procedures

5 Contribute to continuous improvement

5.1 Knowledge of customer requirements is used to determine work design
5.2 Potential problems are predicted and notified to appropriate personnel
5.3 Opportunities for improvements to own work organisation are identified

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian codes and regulations relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Product sources, destinations and potential problems
- Re-ordering procedures and just-in-time planning principles
- Requirements for workplace documentation, inventory systems and records
- Sources of product information
- Strategies to seek out sources of knowledge of products and use this information to inform work
- Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
Required skills:

- Communicate effectively with others when organising workplace activities
- Access, read and interpret product information, policies and regulatory requirements relevant to workplace operations
- Complete documentation related to the organisation of work activities
- Work collaboratively with others when organising workplace activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising workplace activities in accordance with regulatory requirements and workplace procedures
- Use information on products/stock to determine, plan and organise processes used for receival, storage, goods movement, despatch, stock levels, re-ordering processes
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in products and services in accordance with standard operating procedures
- Organise and monitor the use of personal protective equipment conforming to industry and OH&S standards
- Select and use relevant communication, computing and office equipment when organising workplace activities

RANGE STATEMENT

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

Work may be conducted:

- in a range of work environments
- by day or night

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Workplace activities being organised may include but are not limited to:

- receival
- storage
- goods/stock movement
- despatch
- stock levels
- re-ordering processes

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments
Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Modes of transfer may be:
- manual or motorised

Storage types may include but are not limited to:
- bin/binning systems
- rack refrigeration/freezers/cold rooms
- marked floor space
- containers
- racks and racking systems
- block/stacks
- pallets

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk
Labelling systems may include but are not limited to:

- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number
- codes of practice and regulations relevant to workplace operations
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

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

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA1807C  Organise despatch operations

Unit Descriptor
This unit involves the skills and knowledge required to organise despatch operations in accordance with workplace requirements including planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Plan and organise despatch operations
1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock
1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics
1.3 Deadlines are scheduled to meet order requirements
1.4 Work processes are planned to meet deadlines

2 Organise the storage and despatch of stock
2.1 Employees, equipment and storage areas are allocated and supervised
2.2 Individuals are informed of work requirements and deadlines
2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OH&S requirements
2.4 Discrepancies in stocks are noted and reported in accordance with company procedures

3 Complete documentation
3.1 Required despatch documentation and records are completed in accordance with workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organising of despatch operations
- Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations
- Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems
- Documentation and record requirements for despatch operations
- Equipment used during the organisation of despatch operations and the precautions and procedures that should be followed in its use
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when organising despatch operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- Complete documentation related to the organising of despatch operations
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings
- Work collaboratively with others when organising despatch operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when organising despatch operations in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use relevant equipment and communications technology when organising despatch operations
- Estimate the size, shape and special requirements of goods and loads
RANGE STATEMENT

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

Work may be conducted: • in a range of work environments
  • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
  • exposed conditions
  • controlled or open environments

Goods to be despatched may involve: • special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances

Problems that may occur when despatching an order include: • wrong stock is despatched
  • wrong carton for order
  • incorrect location
  • damaged stock
  • no stock at location
  • incorrect quantity
  • failing to meet a special order requirement
  • failing to meet customers delivery requirements

Special order requirements may include: • pricing
  • special packing
  • specific size of carton
  • special categories of stock

Hazards in the work area may include exposure to: • chemicals
  • dangerous or hazardous substances
  • movements of equipment, goods and materials
  • oil or water on floor
  • a fire or explosion
  • damaged packaging or pallets
  • debris on floor
  • faulty racking
  • poorly stacked pallets
  • faulty equipment
Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of despatch operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air Regulations
  - Australian and international explosives codes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

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

Critical aspects for assessment
- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIA1907C  Organise receival operations**

**Unit Descriptor**
This unit involves the skills and knowledge required to organise receival operations in accordance with workplace requirements including planning and organising receival operations, organising the storage of received stock, and completing all required documentation and records in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of receival operations.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the organisation of receival operations in the warehousing, distribution and/or storage industries.

**Competency Field**
A – Handling Cargo/Stock

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and organise receival operations | 1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock  
1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics  
1.3 Deadlines are scheduled to enable receival of stock in storage zones  
1.4 Work processes are planned to meet specified deadlines |
| 2 Organise the storage of stock | 2.1 Employees, equipment and storage areas are allocated and supervised  
2.2 Individuals are informed of work requirements and deadlines  
2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OH&S requirements  
2.4 Discrepancies in stocks are noted and reported in accordance with workplace procedures |
3 Complete documentation

3.1 Documentation and records regarding receival operations are completed and filed/despatched in accordance with workplace procedures and relevant regulatory requirements.

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the organising of receival operations, including the ADG Code and relevant bond, quarantine or other legislative requirements.
- Relevant OH&S and environmental protection procedures and guidelines.
- Workplace procedures and policies for the organising of receival operations.
- Focus of operation of work systems, equipment, management and site operating systems for the organising of receival operations.
- Problems that may occur when organising receival operations and appropriate action that can be taken to resolve the problems.
- Documentation and record requirements for receival operations.
- Equipment used during the organisation of receival operations and the precautions and procedures that should be followed in its use.
- Housekeeping standards procedures required in the workplace.
- Site layout and obstacles.

Required skills:
- Communicate effectively with others when organising receival operations.
- Read and comprehend simple statements in English.
- Read and interpret instructions, procedures and labels relevant to the organising of receival operations.
- Complete documentation related to the organising of receival operations.
- Identify relevant stock and goods coding and labelling, including ADG and IMDG markings.
- Work collaboratively with others when organising receival operations.
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others.
- Promptly report and/or rectify any identified problems that may arise when organising receival operations in accordance with regulatory requirements and workplace procedures.
- Monitor work activities in terms of planned schedule.
- Modify activities depending on differing operational contingencies, risk situations and environments.
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment.
- Operate and adapt to differences in equipment in accordance with standard operating procedures.
- Select and use required personal protective equipment conforming to industry and OH&S standards.
• Select and use relevant equipment and communication technology when organising receiveal operations
• Estimate the size, shape and special requirements of goods and loads

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

Work may be conducted:
• in a range of work environments
• by day or night

Goods to be received may involve:
• special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances

Problems that may occur when receiving an order include:
• wrong stock is received
• damaged stock
• damaged packaging or pallets
• incorrect quantity
• error in paperwork
• paperwork doesn't match goods
• delivered late
• poorly stacked stock
• incorrect quantity

Aspects of goods to be checked when goods are received may include:
• correct type
• number
• condition
• quality
• packaging
• labelling
• dangerous goods declarations and marking (where applicable)

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and materials
• oil or water on floor
• a fire or explosion
• damaged packaging or pallets
• debris on floor
• faulty racking
• poorly stacked pallets
• faulty equipment
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of receival operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

Critical aspects for assessment

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA2007C  Replenish stock

Unit Descriptor
This unit involves the skills and knowledge required to replenish stock in accordance with workplace requirements including participating in stock rotation activities, interpreting and filling replenishment requests, and completing all required stock replenishment tasks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the replenishment of stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements to replenish stock as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Participate in stock rotation activities
1.1 Stock levels are counted against appropriate documentation
1.2 Stock levels are recorded and reported
1.3 Stocks are replenished, adjusted or rotated following workplace procedures
1.4 Stock re-ordering processes are activated when appropriate
1.5 Routine and non-routine problems with products or storage systems are reported following workplace procedures

2 Interpret and fill replenishment request
2.1 Order request documentation is interpreted
2.2 Product(s) in order noted and workplace location(s) are identified
2.3 Workplace and product knowledge is used to plan sequence of work
2.4 Appropriate materials handling equipment is selected in accordance with workplace procedures and timeframes and OH&S regulations
2.5 Required schedules for order movement and despatch or storage are identified
3 Complete stock replenishment

3.1 Products are sorted, assembled and consolidated in the appropriate storage areas
3.2 Work is checked in accordance with company procedures
3.3 Documentation and records are completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian codes and regulations relevant to the replenishment of stock
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the replenishment of stock
- Focus of operation of work systems, equipment, management and site operating systems for the replenishment of stock
- Principles of operation and functions of stock control systems
- Computer records and documentation requirements for the replenishment of stock
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when replenishing stock
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the replenishment of stock
- Complete documentation related to the replenishment of stock
- Work collaboratively with others when replenishing stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when replenishing stock in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in stock and equipment in accordance with standard operating procedures
- Select and use relevant communications, computing and office equipment when replenishing stock
- Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Work may be conducted:
- a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk
Labelling systems may include:

- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA207C       Maintain container/cargo records

Unit Descriptor
This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements, including processing container and/or cargo documentation; maintaining records of container/cargo movements; monitoring container/cargo, including reefer units, and maintaining records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of container/cargo records.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of container/cargo records as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT                  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Process container/cargo documentation
1.1 Container/cargo documentation is processed in accordance with workplace procedures and statutory authority requirements
1.2 Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements

2 Maintain records of container/cargo movements
2.1 Container/cargo records are updated each time containers/cargo are moved within the yard
2.2 Containers/cargo are checked using markings to ensure correct identification when updating records

3 Monitor container/cargo and maintain records
3.1 Containers/cargo are monitored on a daily basis and the specified information recorded
3.2 Problems with controlled systems on containers/cargo are reported on the appropriate forms and forwarded to the maintenance area
3.3 Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns and/or faults are logged in the breakdown log
diary in accordance with workplace procedures
3.4 Movement of containers/cargo is monitored on a daily basis and the information recorded

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international standards, codes of practice and regulations relevant to the maintenance of container and cargo records including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the maintenance of container and cargo records
- Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container and cargo records
- Problems that may occur when maintaining container and cargo records and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Site layout and location of reefer units
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:
- Communicate effectively with others when maintaining container and cargo records
- Receive, acknowledge and send messages with available communications equipment
- Read and interpret instructions, procedures, information and labels relevant to the maintenance of container and cargo records
- Interpret and follow operational instructions and prioritise work when maintaining container and cargo records
- Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels
- Work collaboratively with others when maintaining container and cargo records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when maintaining container and cargo records in accordance with regulatory requirements and workplace procedures
- Estimate size, shape and special requirements of loads
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Containers/cargo may include:
- goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods

Information recorded during daily monitoring of reefers may include:
- temperatures
- water meter readings
- any faults in the operation of the reefer

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the maintenance of container/cargo records
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the maintenance of container/cargo records
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
TLIA2107C Despatch stock

Unit Descriptor
This unit involves the skills and knowledge required to despatch stock in accordance with workplace requirements including analysing orders to identify work requirements, following workplace order picking processes to prepare goods for despatch, and completing despatch tasks in accordance with workplace procedures and schedules. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the despatch of goods.

Work is performed under some supervision generally within a team environment. It involves the application of regulatory requirements and workplace procedures to despatch operations in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Analyse order to identify work requirements
1.1 Order request and consignment note documentation is interpreted
1.2 Required schedules for despatch are identified
1.3 Product(s) in order are identified
1.4 Workplace and product knowledge is used to plan sequence of work
1.5 Appropriate materials handling equipment is selected within required OH&S regulations and timeframe for the despatch

2 Follow workplace order picking processes to prepare goods for despatch
2.1 Goods for despatch are selected, checking against product knowledge, labels and other identification systems
2.2 Products are sorted, assembled and consolidated
2.3 Orders are secured and placed in storage/despatch zones, in accordance with schedule
2.4 Order is checked against despatch schedule and order form

3 Complete despatch following workplace procedures and schedules
3.1 Workplace records are completed, and labels and appropriate documentation attached
3.2 Load labels and documentation are checked and loading is organised in accordance with workplace procedures and ADG Code (where applicable)
3.3 Final check of load labels and documentation is completed in accordance with requirements
3.4 Transportation requirements are described to driver where appropriate

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organising of despatch operations
- Focus of operation of work systems, equipment, management and site operating systems for despatching goods
- Problems that may occur when despatching goods and appropriate action that can be taken to resolve the problems
- Documentation and record requirements for despatch operations
- Equipment used during despatch operations and the precautions and procedures that should be followed in its use
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when organising despatch operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organising of despatch operations
- Complete documentation related to the organising of despatch operations
- Work collaboratively with others when organising despatch operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising despatch operations in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in goods and equipment in accordance with standard operating procedures
- Select and use relevant equipment and communications technology when organising despatch operations
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Estimate the size, shape and special requirements of goods and loads

**RANGE STATEMENT**

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

**Work may be conducted:**
- in a range of work environments
- by day or night

**Customers may be:**
- internal or external

**Workplaces may comprise:**
- large, medium or small worksites

**Work may be conducted in:**
- limited or restricted spaces
- exposed conditions
- controlled or open environments

**Goods to be despatched may involve:**
- special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances

**Problems that may occur when despatching an order include:**
- wrong stock is despatched
- wrong carton for order
- incorrect location
- damaged stock
- no stock at location
- incorrect quantity
- failing to meet a special order requirement
- failing to meet customers delivery requirements

**Special order requirements may include:**
- pricing
- special packing
- specific size of carton
- special categories of stock
Hazards in the work area may include:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- drivers and agents
- contractors
- official representatives
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of despatch operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

**Critical aspects for assessment**

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

- This unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA2207C  Participate in stocktakes

Unit Descriptor
This unit involves the skills and knowledge required to participate in stocktakes in accordance with workplace requirements including preparing for stocktakes, conducting stocktakes, counting stock, identifying stock discrepancies, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the conduct of a stocktake.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when participating in stocktakes as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for stocktake
1.1 Goods to be counted and appropriate inventory systems are identified
1.2 Required resources including equipment and record keeping systems are identified
1.3 Allocated tasks, zones and work requirements are identified
1.4 Sequence work role is planned in a time effective manner

2 Stocktake and count stock
2.1 Stocktaking and cyclical counts are undertaken in accordance with enterprise policies and procedures
2.2 Inventory data is interpreted
2.3 Inventory data is confirmed to match stock
2.4 Stock levels are accurately counted and documented

3 Identify stock discrepancies
3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented
3.2 Products stored in inappropriate storage locations are relocated and stock records adjusted

4 Complete
4.1 Inventory data is reconciled to match warehouse stock in
documentation accordance with company procedures
4.2 Workplace documentation is completed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian codes and regulations relevant to the conduct of stocktakes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of stocktakes
- Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes
- Workplace processes for records management and the production of stocktake reports
- Principles of operation and functions of stocktake systems
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when conducting stocktakes
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the conduct of stocktakes
- Complete documentation related to the conduct of stocktakes
- Work collaboratively with others when conducting stocktakes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when conducting stocktakes in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant communication, computing and office equipment when conducting stocktakes
- Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Goods may involve:
- special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Inventory systems may be:
- automated
- manual
- paper based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk
Labelling systems may include:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA2307C Coordinate stocktakes

Unit Descriptor
This unit involves the skills and knowledge required to coordinate stocktakes in accordance with workplace requirements including planning stocktakes, coordinating stocktake activities, identifying stock discrepancies, and adjusting documentation in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements when coordinating stocktakes.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when coordinating stocktakes as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan stocktake
1.1 Goods to be counted and appropriate inventory systems are identified
1.2 Required resources including equipment, record keeping systems and personnel are identified
1.3 Members of the team are instructed and assisted
1.4 Team members are allocated to particular tasks and zones and given clear directions for work requirements
1.5 Sequence and operations of the stocktake are planned in a time effective manner

2 Coordinate stocktake
2.1 Stocktaking and cyclical counts are coordinated in accordance with workplace policies and procedures
2.2 Inventory data is interpreted
2.3 Inventory data is confirmed to match stock
2.4 Stock levels are accurately counted and documented

3 Identify stock discrepancies
3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented
3.2 Possible reasons for discrepancies are identified
3.3 Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with workplace procedures

4 Adjust documentation
4.1 Inventory data is reconciled to match warehouse stock in accordance with regulations, workplace practices, policies and procedures
4.2 Information is reconciled with audit requirements
4.3 Workplace documentation is completed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian codes and regulations relevant to the coordination of stocktakes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the coordination of stocktakes
- Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes
- Workplace processes for records management and the production of stocktake reports
- Principles and functions of stocktakes
- Problems that may occur when coordinating a stocktake and appropriate action that can be taken
- Computer records and documentation requirements for the coordination of stocktakes
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:
- Communicate effectively with others when coordinating stocktakes
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the coordination of stocktakes
- Complete documentation related to the coordination of stocktakes
- Work collaboratively with others when coordinating stocktakes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when coordinating stocktakes in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in stock and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and use relevant communications, computing and office equipment when coordinating stocktakes

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

Work may be conducted: ● in a range of work environments
                                ● by day or night
Customers may be:              ● internal or external
Workplaces may comprise:       ● large, medium or small worksites
Work may be conducted in:      ● restricted spaces
                                ● exposed conditions
                                ● controlled or open environments
Equipment used in stocktaking may include: ● calculators
                                               ● scanners
                                               ● hand-held computers
Inventory systems may be:      ● automated
                                               ● manual
                                               ● paper-based
                                               ● computerised
                                               ● microfiche
Categories or groups of products/stock may include:
                                               ● small parts
                                               ● perishable goods
                                               ● overseas export
                                               ● dangerous goods
                                               ● refrigerated products
                                               ● temperature controlled stock
                                               ● fragile goods
The characteristics of products/stock may include:

- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include:

- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes

Hazards in the work area may include:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIA2407C**  Organise warehouse records operations

**Unit Descriptor**
This unit involves the skills and knowledge required to organise warehouse records operations in accordance with workplace requirements including identifying record management databases, storage types and technologies; storing warehouse records; and using record management systems to retrieve information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations and workplace requirements when organising warehouse records operations.

Work is performed under some supervision generally within a team environment. It involves the application of relevant workplace procedures and regulatory requirements to the organisation of warehouse records operations in the warehousing, distribution and/or storage industries.

**Competency Field**
A – Handling Cargo/Stock

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify record management databases, storage types and technologies</td>
<td>1.1 Requirements for records operations are identified and defined&lt;br&gt;1.2 Types of record systems which might meet workplace requirements are identified and reviewed&lt;br&gt;1.3 Advantages and disadvantages of identified systems are evaluated and noted&lt;br&gt;1.4 Record management systems are selected in accordance with workplace requirements&lt;br&gt;1.5 Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements</td>
</tr>
<tr>
<td>2 Store warehouse records</td>
<td>2.1 Warehouse records are collected and consolidated in accordance with workplace procedures&lt;br&gt;2.2 Records are stored manually and/or electronically as required in accordance with system developers instructions and workplace procedures&lt;br&gt;2.3 Records are maintained in accordance with workplace procedures</td>
</tr>
<tr>
<td>3 Use record</td>
<td>3.1 Responses to requests for information are processed promptly</td>
</tr>
</tbody>
</table>
REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian codes and regulations relevant to the organisation of warehouse records operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organisation of warehouse records operations
- Focus of operation of record systems, equipment, management and site operating systems for the organisation of warehouse records
- Principles of operation and functions of warehouse records systems
- Principles of operation, functions and applications of different types of records systems
- Requirements for accessibility, security and confidentiality of records
- Computer records and documentation requirements for the organisation of warehouse records operations
- Problems that may occur when organising warehouse records operations and appropriate action that can be taken
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when organising warehouse records operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the organisation of warehouse records operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of warehouse records operations
- Work collaboratively with others when organising warehouse records operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when organising warehouse records operations in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and use relevant communications, computing and office equipment when organising warehouse records operations

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

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Record storage systems may be:
• micro-film
• computer images

Storage requirements may include:
• security
• clean environment
• computer disks
• type of document
• confidentiality
• accessibility
• microfilm
• hard copies

Hazards in the work area may include:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and materials
• oil or water on floor
• a fire or explosion
• damaged packaging or pallets
• debris on floor
• faulty racking
• poorly stacked pallets
• faulty equipment
Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- record system developers and suppliers
- customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include

- relevant codes and regulations for the packaging of goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and international dangerous goods codes
  - Australian and international explosives codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

Critical aspects for assessment

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA2507D   Regulate temperature controlled stock

Unit Descriptor
This unit involves the skills and knowledge required to regulate temperature controlled stock in accordance with workplace requirements including identifying goods requiring temperature control, monitoring temperature of goods, and identifying and rectifying any identified problems in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the regulation of temperature controlled stock.

Work is performed under some supervision generally within a team environment. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the regulation of temperature controlled stock in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Identify goods requiring temperature control
   1.1 Goods requiring temperature control are identified
   1.2 Temperature for short- term and long-term storage is selected to match product type
   1.3 Upper and lower limits for temperature control are identified
   1.4 Storage separations and co-storage applications are identified for products

2  Monitor temperature
   2.1 Appropriate methods for determining temperature of goods are identified
   2.2 Storage areas are monitored for temperatures within range for products
   2.3 Products are monitored to ensure compliance with temperature storage requirements
   2.4 Short-term storage times are identified for transit goods

3  Identify and rectify problems
   3.1 Implications of incorrect temperature are identified
   3.2 Damaged goods are identified and appropriate action is undertaken in accordance with enterprise procedures
   3.3 Causes of out-of-temperature range are identified
3.4 Appropriate personnel are notified for problem rectification
3.5 Goods handling procedures for maintenance of temperature control are identified and implemented

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian codes and regulations relevant to the regulation of temperature controlled stock
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the regulation of temperature controlled stock
- Focus of operation of work systems, equipment, management and site operating systems for the regulation of temperature controlled stock
- Special handling, stacking and storage requirements for temperature controlled stock
- Procedures for pre-cooling and snap freezing
- Problems that can occur when regulating temperature controlled stock and appropriate action that can be taken
- Hazards when regulating and working with temperature controlled stock and appropriate action to control the risks involved
- Documentation requirements including reports and records concerning damaged or contaminated goods
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:
- Communicate effectively with others when regulating temperature controlled stock
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures and labels relevant to the regulation of temperature controlled stock
- Complete documentation related to the regulation of temperature controlled stock
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when regulating temperature controlled stock
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when regulating temperature controlled stock in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when regulating temperature controlled stock
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in stock and equipment in accordance with standard operating procedures
• Select and use relevant equipment, processes and procedures
• Check refrigeration equipment operation in terms of maintenance schedule and standard operating procedures
• Select and implement corrective actions to maintain temperature levels
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites
• short-term and/or long-term temperature controlled areas

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Procedures for pre-cooling and snap freezing may include: • automated
• spraying with liquid nitrogen
• immersion in a very cold refrigerant
• freezing in moving air at less than -30oC
• plate freezer with very low refrigerant temperatures
Hazards in the work area may include:

- contamination of, or from, materials being handled
- noise, light, energy sources
- service lines
- spills, leakages, ruptures
- cold pipes and chilling equipment
- dangerous or hazardous substances
- movements of equipment, goods and materials
- dust/vapours
- oil, water or ice on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

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

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- RF systems
- oral, aural or signed communications
Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves and protective clothing
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to the identification, handling and stacking of goods
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the regulation of temperature controlled goods
- relevant state/territory OH&S and environmental protection legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA2607C \hspace{2cm} \textbf{Monitor storage facilities}

\textbf{Unit Descriptor} 
This unit involves the skills and knowledge required to monitor storage facilities in accordance with workplace requirements including determining site functions and operations; monitoring storage operations in accordance with workplace procedures; and taking appropriate action in response to identified discrepancies, changes to storage requirements, or breaches in operational procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

\textbf{Employability Skills} 
This unit contains employability skills.

\textbf{Application of the Unit} 
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the monitoring of storage facilities.

Work is performed under general supervision. It involves the application of product knowledge and an understanding of relevant regulatory requirements to the monitoring of storage facilities in the warehousing, distribution and/or storage industries.

\textbf{Competency Field} 
A – Handling Cargo/Stock

\textbf{ELEMENT} \hspace{2cm} \textbf{PERFORMANCE CRITERIA} 
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine site functions and operations 
1.1 Layout of storage facilities, work flow and activities undertaken in each zone are identified
1.2 Type of storage facilities, their purpose and (any) associated risk factors are identified
1.3 Inventory lists are accessed through record management system
1.4 Storage separations and co-storage applications are identified

2 Monitor storage operations 
2.1 Inventory data is confirmed to match goods/freight and applicable storage requirements
2.2 Storage areas are supervised to ensure movement of personnel and goods/freight are in accordance with workplace procedures
2.3 Storage facilities are checked to ensure appropriate operational capacity
2.4 Integrity of goods/materials are monitored to ensure appropriate quality is maintained
2.5 Discrepancies/changes to storage requirements and/or inventory lists are noted and action undertaken in accordance with workplace procedures
2.6 Appropriate action(s) are initiated in response to breaches of operational procedures or to an emergency/incident
2.7 Operational actions and investigative outcomes are documented in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian codes and regulations, permit and licence requirements relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the monitoring of storage facilities
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Types of storage areas and related equipment appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Requirements for workplace documentation reports and records
- Problems that may occur when monitoring storage facilities and appropriate action that can be taken
- Site layout
- Housekeeping standards and procedures required in the workplace

Required skills:
- Communicate effectively with others when monitoring storage facilities
- Read and interpret instructions, procedures, information and signs relevant to the monitoring of storage facilities
- Complete documentation related to the monitoring of storage facilities
- Work collaboratively with others when monitoring storage facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when monitoring storage facilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events related to the monitoring of storage facilities
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Use information on products and stock to determine, plan and organise processes used for the monitoring of storage facilities
• Select and use relevant communications, computing and office equipment when monitoring storage facilities
• Monitor performance of equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Requirements for work may include:
• restricted spaces
• site restrictions and procedures
• use of safety and personal protective equipment
• communications equipment
• specialised lifting and/or handling equipment
• incident/accident breakdown procedures
• additional gear and equipment
• noise restrictions
• hours of operations
• authorities and permits

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments
• environments involving the movement of equipment, goods, materials and/or vehicular traffic

Goods may involve:
• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods

Modes of transfer may be:
• manual or motorised
Storage types may include but are not limited to:
- bin/binning systems
- rack refrigeration/freezers/cold rooms
- marked floor space
- containers
- racks and racking systems
- block/stacks
- pallets

Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Categories or groups of products/stock may include:
- small parts
- perishable goods
- overseas export
- dangerous goods
- refrigerated products
- temperature controlled stock
- fragile goods

The characteristics of products/stock may include:
- small parts
- toxicity
- flammability
- form
- weight
- size
- state
- perishability
- fragility
- security risk

Labelling systems may include but are not limited to:
- batch code
- bar code
- identification numbering systems
- serial numbers
- symbols for safe handling
- ADG and HAZCHEM Codes
Hazards in the work area may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- skills, leakages, ruptures
- dust/vapours
- oil or water on floor
- a fire or explosion
- damaged packaging or pallets
- debris on floor
- faulty racking
- poorly stacked pallets
- faulty equipment

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff
Information/documents may include:
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- codes of practice and regulations relevant to workplace operations
- Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- codes and regulations relevant to the monitoring of storage facilities
- Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances, including:
  - Australian Dangerous Goods Code
  - Australian Explosives Code
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

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

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

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA2807C Assess and monitor optimum stock levels

Unit Descriptor
This unit involves the skills and knowledge required to assess and monitor optimum stock levels in accordance with workplace requirements including assessing projected demand, assessing variables that impact upon optimum stock levels, determining optimum inventory levels, and monitoring optimum inventory levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning stock control operations.

Work is performed under general guidance on progress and outcomes of work. It requires the exercise of discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when assessing and monitoring optimum stock levels as part of work activities in the warehousing, distribution and/or storage industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Assess projected demand
1.1 Information/data from sales plan or stock movement is analysed
1.2 Projected high and low volume periods are determined from the analysis of sales plan and/or stock movement data
1.3 Seasonal nature of stock demand is determined from the analysis of sales plan and/or stock movement data
1.4 Required inventory levels at different production and sales cycle stages are determined from the analysis of sales plan and/or stock movement data

2 Assess variables that
2.1 Stock manufacturing/supply and consignment delivery lead
impact upon optimum stock levels

2.1 Times are determined

2.2 Internal processing and distribution times are determined

2.3 Spoilage and obsolescence times are calculated (where applicable)

2.4 Maximum stock carrying capacity is assessed

2.5 Physical and human resources are assessed in relation to projected required stock levels

2.6 Contingencies are developed for abnormal distribution stoppages/slow-downs to supply chain

3 Determine optimum inventory levels

3.1 Production and sales cycle stages are correlated to stock manufacturing supply and distribution lead times

3.2 Safety stock levels are calculated

3.3 Optimum inventory levels are identified

4 Monitor optimum inventory levels

4.1 Inventory benchmarks are continually compared to current and known future sales turnover/production requirements

4.2 Adjustments to inventory levels are undertaken in accordance with reassessed sales turnover/production requirements, workplace procurement processes and within scope of authority

4.3 Changes and/or requests for adjustments to inventory levels are documented in accordance with workplace policies

4.4 Resources are assembled in accordance with identified optimum inventory levels

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Australian codes and regulations relevant to the optimisation of stock levels

• Relevant OH&S and environmental protection procedures and guidelines

• Workplace procedures and policies for the assessment and monitoring of optimum stock levels

• Focus of operation of supply arrangements, resources, management and workplace operating systems

• Purpose and use of key information required when optimising stock levels, including supply requirements, supplier information, enterprise contract procedures, sales plan, and distribution times

• Workplace business policies and plans including procedures for maintenance of confidentiality

• Computer records/documentation requirements when assessing and monitoring optimum stock levels
• Problems that may occur when assessing and monitoring optimum stock levels and appropriate action that can be taken to resolve the problems
• Worksite layout and organisational structure

**Required skills:**
• Communicate effectively with others when assessing and monitoring optimum stock levels
• Read and interpret instructions, procedures, policies, procedures and instructions relevant to the assessment and monitoring of optimum stock levels
• Complete documentation related to the assessment and monitoring of optimum stock levels
• Work collaboratively with others when assessing and monitoring optimum stock levels
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when assessing and monitoring optimum stock levels in accordance with regulatory requirements and workplace procedures
• Plan and organise resource availability including the competencies of individuals in a team or group
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply relevant technology, information systems and procedures when assessing and monitoring optimum stock levels

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

Work may involve:
• twenty-four hour operation
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• limited or restricted spaces
• exposed conditions
• controlled or open environments

Work:
• applies to predominantly manual operations
• does not include a total computer generated purchasing system operation

Inventory benchmarks may be:
• periodic, monthly or annual
Lead times may vary in accordance with:

- type of transport mode(s)
- processing time
- regulatory requirements
- freight disputations
- customs regulations
- scarcity of resource

Information used when assessing and monitoring optimum stock levels may include:

- supply requirements
- supplier information
- workplace contract procedures
- sales plan
- distribution times

Consultative processes may involve:

- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Inventory systems may be:

- automated
- manual
- paper-based
- computerised
- microfiche

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- relevant workplace quality specifications, policies and procedures
- Australian regulations and codes of practice relevant to stock management
- manufacturers specifications and/or suppliers handling and storage advice
- supplier and/or client instructions
- workplace business policies and plans including procedures for maintenance of confidentiality
- operations manuals, job specifications and induction documentation
- ADG Code and associated regulations
- material safety data sheets
- relevant Australian standards and certification requirements
- conditions of service, legislation and industrial agreements including award details, enterprise bargaining agreement, other industrial arrangements
- emergency procedures

Applicable regulations and legislation may include:

- codes and regulations relevant to the optimisation of stock levels including the ADG Code
- relevant state/territory OH&S and environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

  Practical assessment must occur:
    o through appropriately simulated activities at the registered training organisation, and/or
    o in an appropriate range of situations in the workplace
TLIA2907D Plan and manage storage of dangerous goods and hazardous substances

Unit Descriptor
This unit involves the skills and knowledge required to plan and manage the storage of dangerous goods and hazardous substances in accordance with all relevant regulatory requirements and workplace procedures including the current ADG Code. This includes defining the objectives of the required handling and storage operations; specifying equipment and system performance requirements; evaluating and selecting bulk handling and storage resources; and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with all the relevant regulations, standards and codes of practice, including the current ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Define objectives of required handling and storage operation

1.1 Requirements for bulk handling and storage activities are identified in accordance with workplace requirements

1.2 Current best practice and future trends for handling and storage equipment are assessed and compared to present operations

1.3 Consideration of workplace goals and present capabilities and constraints is undertaken in selecting bulk handling and storage resources
2 Specify equipment and system performance requirements

2.1 Bulk handling and storage equipment and system requirements are documented
2.2 Performance measures for equipment and system operations are developed and documented
2.3 Consultations are conducted with relevant employees and management to verify documented requirements

3 Evaluate and select bulk handling and storage resources

3.1 The range of bulk handling and storage equipment and facilities which meet specifications are researched for costs and benefits including potential adaptability for new business opportunities
3.2 A rating system is instigated to facilitate comparisons of cost/benefit and other qualitative properties of bulk handling and storage equipment and systems
3.3 An analysis of current employee competency to required competency is undertaken and documented
3.4 Equipment is selected based on comparisons of performance specifications including cost, output, set-up requirements, maintenance and retraining

4 Complete documentation

4.1 Workplace documentation is completed as appropriate
4.2 Handling and storage requirements are documented and communicated to relevant personnel
4.3 Reports are compiled and forwarded to appropriate personnel

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements including local and international regulations relevant to handling and storage
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the planning and management of the storage of dangerous goods and hazardous substances
- Problems that may occur during the planning and management of the storage of dangerous goods and hazardous substances and action that can be taken to resolve or report the problems
- Hierarchy of risks and hazards related to the storage of dangerous goods and hazardous substances and ways of controlling the risks involved
- Focus of operation of work systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Relevant permit and licence requirements
• Application of all relevant Australian and International Standards
• Operational procedures for safe transfer and storage of dangerous goods and hazardous materials
• Resource availability including the competencies of individuals in the team and group
• Understanding and knowledge of the application of current competencies within functional activity
• Coaching and mentoring approaches to support team members to share knowledge and skills
• Relevant workplace documentation procedures

**Required skills:**
• Communicate effectively with others when planning and managing the storage of dangerous goods and hazardous substances
• Read and interpret instructions, procedures, technical data, drawings, instructions and manuals relevant to the planning and management of storage of dangerous goods and hazardous substances
• Complete documentation related to the planning and management of the storage of dangerous goods and hazardous substances
• Provide leadership to others when planning and managing the storage of dangerous goods and hazardous substances
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise during the planning and management of the storage of dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events when planning and managing the storage of dangerous goods and hazardous substances
• Prioritise work and coordinate self and others in relation to activities
• Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Select and apply appropriate technology, information systems and procedures when planning and managing the storage of dangerous goods and hazardous substances

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

Work may be undertaken in:
• various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries

Customers may be:
• internal or external
Operations may be conducted:  • by day or night

The workplace environment may involve:
• twenty-four hour operation
• single and multi site location
• large, medium and small workplaces

Work may involve:
• exposure to corrosive chemicals, solvents and adhesives, carcinogenic and other harmful substances
• movement of equipment, goods, and vehicular traffic

Regulatory controls and workplace procedures:
• govern requirements for co-storage, volume, mass and required controls

Requirements for bulk handling and storage activities may include:
• types of bulk materials
• quantities
• handling requirements including any special equipment or operating procedures required
• storage requirements
• stock control methods
• negating contaminant sources
• controlling pest infestation

Requirements for work may include:
• site restrictions and procedures
• use of safety and personal protective equipment
• communications equipment
• specialised lifting and/or handling equipment
• incident/accident breakdown procedures
• additional gear and equipment
• noise restrictions
• hours of operations
• authorities and permits

Hazards may include:
• hazardous or dangerous materials
• contamination of, or from, materials being handled
• fire/explosions
• noise, light, energy sources
• stationary and moving machinery, parts or components
• radioactive goods
• dust/vapours
• service lines
• spills, leakages, ruptures
Hazard management is consistent with:
- the principle of hierarchy or control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
- Personal protective equipment may include: gloves, safety headwear and footwear, safety glasses, mask and respirator, protective clothing, breathing apparatus

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask and respirator
- protective clothing
- breathing apparatus

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- suppliers, potential customers and existing clients
- government instrumentalities
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documentation may include:

- Australian and international codes of practice and regulations relevant to bulk handling and storage
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the current ADG Code
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications and/or suppliers handling and storage advice
- material safety data sheets
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant codes and regulations for bulk handling and storage
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- all relevant Australian and international standards and certification requirements,
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - planning and assessing options for the safe and efficient storage of dangerous goods and hazardous substances to regulatory requirements as a minimum
  - identifying container markings and HAZCHEM codes
  - completing documentation as required for the storage of dangerous goods and hazardous goods
  - identifying potential hazards and planning work to minimise risks when storing dangerous goods and hazardous goods
  - determining (any) required permits/licensing
  - estimating weight and volume of goods to be stored and any special requirements
  - undertaking a hazard analysis
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA3007C Organise cargo for export

Unit Descriptor
This unit involves the skills and knowledge required to organise the export of cargo including confirming correct preparation of the consignment, organising the loading of the cargo and processing the documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the export of cargo.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine freight forwarding principles and procedures to organise cargo for export.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Confirm correct preparation of consignment

1.1 Consignment is checked to ensure that cargo is consistent with packing specification and is suitable for the type and method of transport

1.2 Consignment is checked to ensure that labelling and marking of cargo conforms with domestic and international regulations and workplace requirements and that the packaging of cargo conforms to regulatory requirements and is appropriate for the method of transport

1.3 Cargo is checked for dangerous goods or explosives and it is confirmed that, where applicable, packaging and labelling conform with the Australian and International Dangerous Goods or Explosives Codes

1.4 Discrepancies in the composition or preparation of the cargo are noted and action is undertaken in accordance with workplace procedures

2 Organise the loading of cargo

2.1 Handling methods and equipment are selected which are suitable for the goods and transport method

2.2 Goods transfer methods between modes of transport are selected where appropriate

2.3 Procedures for the loading of cargo are organised in accordance with good practice requirements

2.4 Established industry practice is followed in the organisation of
the loading of cargo

2.5 Employees, equipment and temporary storage areas (if required) are allocated and supervised

2.6 Individuals are informed of work requirements, timelines and relevant personal protective equipment

2.7 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and within OH&S requirements

3 Process documentation

3.1 All relevant documentation is consolidated and checked for completion

3.2 Dangerous goods declaration is obtained from consignor (if necessary)

3.3 Discrepancies in documentation are identified and action is undertaken in accordance with workplace procedures

3.4 Documents are filed/stored/forwarded in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codes of practice and legislative requirements including local and international regulations relevant to the export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- Relevant OH&S and environmental procedures and regulations
- Interpretation of client requirements
- Procedures for the identification and evaluation of information needed to organise the export of cargo
- Procedures for the calculation of weights, volumes and dimensions
- Procedures for the reviewing of transport options and availability of carriers
- Procedures for liaising with Australian and international contacts
- Procedures for batching, dating and numbering
- Procedures for the completion of consignment documentation
- Problems that may occur when when organising the export of cargo and appropriate action that can be taken
- Contacts and sources of information/documentation needed when organising the export of cargo
- Customer service policies and procedures

Required skills:

- Communicate effectively with others when organising the export of cargo
• Read and interpret instructions, procedures, information, labels and other documents relevant to the organisation of the export of cargo
• Complete documentation related to the organisation of the export of cargo
• Work collaboratively with others when organising the export of cargo
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when organising the export of cargo in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may arise when organising the export of cargo
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in cargo and systems in accordance with standard operating procedures
• Select and use relevant communications equipment when organising the export of cargo

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

Organisation of the cargo for export may include:
• movement of equipment, goods, materials and vehicular traffic

Customers may be:
• internal or external

Operations may be conducted:
• by day or night

Cargo to be exported may include:
• dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form

Forms of documentation for the export of cargo may include:
• packing specifications and lists
• manifests
• invoices

Transport modes may include:
• air, sea or combinations
Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- authorities and permits
- hours of operations
- noise restrictions
- additional gear and equipment

Hazards may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- dust/vapours
- spills, leakages, ruptures
- service lines

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

Established industry practice when planning procedures for the loading of cargo includes:

- available space is used efficiently
- goods are packed for ease of inspection and to meet delivery and customer requirements
- goods are secured ensuring no damage to contents
- weight and volume of consolidated cargo conforms to specifications
- dangerous goods are labelled in accordance with Australian and International Dangerous Goods Codes
- dangerous goods are packaged and labelled in accordance with their class and subsidiary risk

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- Australian and international codes of practice and regulations relevant to export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials

Applicable procedures and codes may include:

- relevant codes and regulations for the export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant international and Australian state/territory road rules and transport regulations
- relevant Australian and international standards and certification requirements
- international transport regulations, codes and procedures
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA307C Connect and disconnect reefer units

Unit Descriptor
This unit involves the skills and knowledge required to connect and disconnect reefer units in accordance with workplace requirements including plugging and unplugging reefer units to/from power sources, attaching and detaching clip-on units, and identifying and reporting any problems with reefer unit operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the connection and disconnection of reefer units.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the connection and disconnection of reefer units as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plug/unplug reefer units to power sources
1.1 Reefer units are plugged/unplugged safely in accordance with workplace procedures
1.2 Reefer units are checked to be running correctly after being plugged in
1.3 Problems with the operation of reefer units are identified and reported to appropriate personnel in accordance with workplace procedures
1.4 Faults in reefer units are investigated and reported in accordance with workplace procedures
1.5 Reefer units are unplugged as required and cables are cleared from units

2 Attach/detach clip-on units
2.1 Clip-on units are attached/detached safely in accordance with the regulatory and code of practice requirements and workplace procedures
2.2 Problems with the operations of clip-on units are identified and reported to appropriate personnel
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international standards, codes and regulations relevant to the connection and disconnection of reefer units
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the connection and disconnection of reefer units
- Focus of operation of work systems, equipment, management and site operating systems for the connection and disconnection of reefer units
- Problems that may occur when connecting and disconnecting reefer units and appropriate action that can be taken to resolve the problems
- Site layout and location of reefer units
- The marking and numbering systems for cargo

Required skills:
- Communicate effectively with others when connecting and disconnecting reefer units
- Read and interpret instructions, procedures, information and labels relevant to connecting and disconnecting reefer units
- Interpret and follow operational instructions and prioritise work when connecting and disconnecting reefer units
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Receive, acknowledge and send messages with available communication equipment
- Work collaboratively with others when connecting and disconnecting reefer units
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in the operation of reefer units in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when connecting and disconnecting reefer units
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when connecting and disconnecting reefer units
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify reefer units requiring clip-on units
- Identify, select and use relevant equipment, processes and procedures when connecting and disconnecting reefer units
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted: • in a range of work environments • by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments • at heights
Reefer units may: • require the attachment of clip-on units
Critical requirements when attaching clip-on units include: • appropriate clip-on tool used • protective equipment is worn • connection to container or crib is ensured
Hazards in the work area may include exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Personnel in work area may include: • workplace personnel • site visitors • contractors • official representatives
Personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Communication in the work area may include: • phone • radio • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the transport of cargo
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant standards and codes applying to the connection and disconnection of reefer units
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

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

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and/or equipment, and/or
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through appropriately simulated activities at the registered training organisation, and/or
  - In an appropriate range of situations in the workplace
**TLIA3107C Consolidate freight**

**Unit Descriptor**
This unit involves the skills and knowledge required to consolidate freight including assessing the scope to consolidate freight, combining or consolidating multiple shipments of products into higher volume shipments, and the related preparation of consignment documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to efficiently and effectively combine and consolidate freight prior to shipment.

**Competency Field**
A – Handling Cargo/Stock

**ELEMENT**

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

1 **Assess scope to consolidate freight**
   1.1 Capacity and capability of different transport modes available to the organisation are assessed against proposed task
   1.2 Individual consignment loads are evaluated to identify relevant information needed to combine or consolidate freight
   1.3 Information is analysed to determine where opportunities for freight consolidation exist
   1.4 Packaging requirements for consolidated cargo conform to regulatory requirements
   1.5 Procedures for the loading of cargo are planned in accordance with established industry practice and Australian Dangerous Goods (ADG) Code
   1.6 Volumes and dimensions of proposed consolidation are calculated
   1.7 Proposed consolidation is matched against operational capacity and capability of carrier

2 **Prepare consignment documentation**
   2.1 Consignment documentation is prepared for consolidated cargo
   2.2 Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations,
ADG Code and workplace requirements

2.3 Consignment documentation is completed and filed/stored in accordance with workplace procedures including dangerous goods declaration, where applicable

2.4 Freight is consolidated taking into account segregation requirements for dangerous goods, if applicable

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant codes of practice and legislative requirements including local and international freight regulations
• Relevant OH&S and environmental procedures and regulations
• Procedures for the calculation of volumes and dimensions
• Procedures for the identification and evaluation of information needed to facilitate the consolidation of freight
• Procedures for planning the loading of freight
• Procedures for the completion of consignment documentation
• Problems that may occur when consolidating freight and appropriate action that can be taken
• Sources of information and documentation needed when consolidating freight
• Customer service policies and procedures

Required skills:

• Communicate effectively with others when consolidating freight
• Read and interpret instructions, procedures, information and labels relevant to the consolidation of freight
• Complete documentation related to the consolidation of freight
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when consolidating freight
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur during the consolidation of freight in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur during the consolidation of freight
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in freight and equipment in accordance with standard operating procedures
- Select and use required computer and communication equipment when consolidating freight
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

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

**Consolidation of freight may include:**

- mixed products from multiple areas for shipment to a single customer
- the consolidation of smaller shipments

**Requirements for work may include:**

- freight forwarding protocols and procedures
- communications equipment
- workplace operations
- authorities and permits
- hours of operation
- relevant regulations

**Information needed to facilitate the consolidation of freight may include:**

- type, capacity and compatibility of cargo
- agreed delivery times and routing schedules
- pick-up and drop-off points
- specified carrier/mode of transport
- agreed cost structure

**Established industry practice when planning procedures for the loading of cargo includes:**

- available space is used efficiently
- goods are packed for ease of inspection and to meet delivery and customer requirements
- goods are secured ensuring no damage to contents
- weight and volume of consolidated cargo conforms to specifications

**Consultative processes may involve:**

- other employees and supervisors
- international and domestic agents, suppliers, clients
- relevant authorities and institutions
- management
- OH&S specialists
- other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- Australian and international codes of practice and regulations relevant to consolidation of freight
- operations manuals, job specifications and procedures and induction documentation
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- emergency procedures
- quality assurance procedures

Applicable procedures and codes may include:

- relevant regulations for the import and export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- international transport regulations, codes and procedures
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA3207C Organise transport of freight or goods

Unit Descriptor
This unit involves the skills and knowledge required to organise the transport of freight or goods, including planning the transport operations, organising the transport of the freight, completing the required documentation and finalising the organisational process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the transport of freight or goods.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to organise the transport of freight or goods prior to shipment.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Plan transport operations
1.1 Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process
1.2 Domestic and international regulations, codes and procedures for the transport of freight are identified
1.3 Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task
1.4 Work processes are planned to meet agreed timelines
1.5 Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time
1.6 Multiple transport modes are identified where applicable
1.7 Goods transfer methods between modes of transport are selected where appropriate

2 Organise the transport of freight
2.1 Employees, equipment and temporary storage areas (if required) are allocated and supervised
2.2 Freight is secured ensuring no damage to contents
2.3 Handling methods suitable to the goods and transport method are selected
2.4 Individuals are informed of work requirements and timelines
2.5 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and according to workplace and OH&S requirements
2.6 Discrepancies in freight are noted and action undertaken in accordance with workplace procedures

3 Complete organisational process

3.1 Monitoring processes to track the movement of freight are implemented
3.2 Reporting requirements are communicated to appropriate personnel
3.3 Workplace documents and records are checked for completion and are filed/stored in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codes of practice and legislative requirements relevant to the organisation of the transport of freight and goods
- Relevant OH&S and environmental procedures and regulations
- Procedures for the calculation/estimation of weight, volumes and dimensions
- Procedures for the identification and evaluation of information needed to facilitate the transport of freight
- Procedures for assessing storage and transport requirements and options
- Procedures for electing transport/storage equipment and systems
- Procedures for organising any required permits
- Procedures for coordinating the transfer and storage of goods including multi-modal transport
- Procedures for the completion of transport documentation
- Problems that may occur when organising the transport of freight and goods and appropriate action that can be taken
- Sources of information and documentation needed when organising the transport of freight and goods
- Customer service policies and procedures

Required skills:
- Communicate effectively with others when organising the transport of freight and goods
- Read and interpret instructions, procedures and labels relevant to the organisation of the transport of freight and goods
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of the transport of freight and goods
- Work collaboratively with others when organising the transport of freight and goods
- Establish effective working relationships with colleagues and clients
• Plan own work including prioritisation of work activities, predicting consequences and identifying improvements
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise during the organisation of the transport of freight and goods in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use communication, computers and systems required for the organisation of the transport of freight and goods
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Organisation of the transport of freight/goods may include movement of:
• goods
• equipment
• materials
• vehicular traffic

Customers may be:
• internal or external

Operations may be conducted:
• by day or night

Freight/goods to be transported may include:
• dangerous, hazardous, perishable, fragile, packaged goods
• in liquid or solid form

Storage areas may be:
• existing, temporary or permanent

Transport modes may include:
• road, air, rail, sea or combinations

Information needed to facilitate the organisation of the transport of freight/goods may include:
• type, capacity and compatibility of freight/goods
• agreed delivery times and routing schedules
• pick-up and drop-off points
• specified mode of transport
• agreed cost structure
Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- authorities and permits
- hours of operations
- noise restrictions
- additional gear and equipment
- Australian standards and guidelines for manual handling

Hazards may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- dust/vapours
- spills, leakages, ruptures
- service lines

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- Australian and international codes of practice and regulations relevant to the transport of freight
- operations manuals, job specifications and procedures and induction documentation
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:

- relevant regulations for the import and export of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- international transport regulations, codes and procedures
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

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

  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and/or equipment, and/or
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through appropriately simulated activities at the registered training organisation, and/or
  - In an appropriate range of situations in the workplace
TLIA3307C  Organise international transport of freight

Unit Descriptor
This unit involves the skills and knowledge required to organise the international transport of freight, including confirming customer requirements, organising freight arrangements and communicating with shipping agents and authorities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the international transport of freight.

It is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine principles and procedures to organise the international transport of freight.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Confirm customer requirements
1.1 Customer requirements for the movement of cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated budget for the transaction are confirmed
1.2 Customer priorities for the shipment are confirmed
1.3 Decisions on possible routes, taking into account known variables, are undertaken

2 Organise freight arrangements
2.1 International regulations, codes of practice for the transport of freight are confirmed
2.2 Work processes are planned to meet agreed timelines
2.3 Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times
2.4 Availability of selected carrier(s) is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each stage of shipment
2.5 Arrangements are made to consolidate freight, where appropriate
2.6 Freight carrier(s) booking(s) are confirmed
2.7 Transport of freight to selected international carrier is organised
Communicate with shipping agents and authorities

3.1 Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities
3.2 Confirmation of despatch of freight from international carrier is obtained
3.3 Arrival of cargo at port of entry is confirmed
3.4 Acceptance of freight documentation is confirmed
3.5 Payments are authorised
3.6 Cargo is on-forwarded from point of entry, where required
3.7 Customer is advised that freight has been forwarded to point of destination

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for the interpretation of client requirements
- Procedures for the identification and evaluation of information needed to organise the international transport of freight
- Procedures for calculating volumes and dimensions
- Procedures for reviewing transport options and availability of carriers
- Procedures for liaising with Australian and international contacts using appropriate technology
- Procedures for completing consignment documentation
- Problems that may occur when organising the international transport of freight and appropriate action that can be taken
- Contacts and sources of information/documentation needed when organising the international transport of freight
- Customer service policies and procedures

Required skills:
- Communicate effectively with others when organising the international transport of freight
- Read and interpret instructions, procedures and labels relevant to the international transport of freight
- Complete documentation related to the organisation of the international transport of freight
- Work collaboratively with others when organising the international transport of freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when organising the international transport of freight in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use relevant communication and computer equipment and systems when organising the international transport of freight
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Organisational activities may cover movement of:
• equipment
• goods
• materials
• various forms of freight transport

Requirements for work may include:
• freight forwarding protocols and procedures
• communications equipment
• workplace operations
• authorities and permits
• hours of operation
• relevant regulations

Information needed to organise the international transport of freight may include:
• type, capacity and compatibility of cargo
• agreed delivery times and routing schedules
• pick-up and drop-off points
• specified carrier/mode of transport
• agreed cost structure

Forms of transport may include:
• road
• rail
• sea
• air
• local courier
Consultative processes may involve:

- international and domestic agents, suppliers and clients
- relevant authorities and institutions
- other employees and supervisors
- management
- OH&S specialists
- other professional or technical staff

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- Australian and international codes of practice and regulations relevant to the international transport of freight
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials
Applicable procedures and codes may include:

- regulations and codes of practice for the international transport of freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and international dangerous goods codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA3507B Manage international freight transfer

Unit Descriptor
This unit involves the skills and knowledge required to plan and manage international freight transfer in accordance with relevant regulatory requirements and workplace procedures, including the ADG and IDG codes. This includes analysing freight transfer requirements, planning and establishing processes for international freight transfer, monitoring and coordinating systems and processes for international freight transfer, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice, including the ADG and IDG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Analyse freight transfer requirements

1.1 Australian and international codes and regulations and workplace policies for international freight transfer are identified

1.2 Information on current and potential customers and their international freight requirements are obtained and analysed in accordance with workplace procedures

1.3 Special characteristics and customer requirements for the types of freight to be transferred are identified, interpreted and considered in accordance with workplace procedures

1.4 Appropriate options for international freight transfer are
1.5 Selected options for freight transfer arrangements are documented in accordance with workplace policy and related regulations.

2 Plan systems and processes for international freight transfer

2.1 Workplace policies and mission statement are interpreted to define the process requirements for international freight transfer.

2.2 Appropriate systems are evaluated and established/coordinated to facilitate the organisation of international freight transfer including suitable risk analysis.

2.3 Human resources needed to organise international freight transfer are identified and documented.

2.4 Action is initiated to ensure staff are assigned, recruited and/or trained in accordance with identified human resource requirements.

2.5 Office, computer and communications equipment is identified and action initiated for appropriate assignment or procurements.

2.6 Quality standards and procedures for proposed international freight transfer processes are documented/updated in accordance with workplace procedures.

3 Monitor and coordinate systems and processes for international freight transfer

3.1 International freight forwarding operations are monitored against identified quality standards and compliance with Australian and international regulatory requirements.

3.2 Non-compliance with quality standards or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems.

3.3 Customer satisfaction with international freight transfer services is monitored using appropriate methods.

3.4 Customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures.

3.5 Reports and other required documentation related to international freight transfer operations are completed and referred to relevant personnel in accordance with workplace procedures.

3.6 Any changes in Australian and international regulations and codes of practice relevant to international freight transfer are monitored, identified and appropriate action is initiated to ensure ongoing compliance of workplace processes and systems.
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant Australian and international regulations, codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for the identification and interpretation of requirements of current and potential clients
- Procedures for the identification and evaluation of information needed to manage the international transfer of freight
- Procedures for reviewing options for international freight transfer systems
- Procedures for liaising with relevant Australian and international contacts using appropriate technology
- Procedures for establishing and monitoring suitable international freight transfer operations
- Focus of operation of work systems, resources, management and workplace operating systems
- Contacts and sources of information/documentation needed when managing systems for the international transfer of freight
- Quality and customer service policies and procedures
- Relevant permit and licence requirements
- Application of relevant Australian standards and associated certification requirements
- Operational requirements for the safe transfer and storage of dangerous goods and hazardous materials
- Relevant workplace documentation procedures applicable to the international transfer of freight

Required skills:
- Communicate effectively with others when managing international freight transfer operations
- Read and interpret instructions, procedures, information and labels relevant to the management of international freight transfer operations
- Complete documentation related to the management of international freight transfer operations
- Maintain workplace records and documentation when managing international freight transfer operations
- Provide leadership to others when managing international freight transfer operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Plan and organise systems and activities when managing international freight transfer operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in freight and systems in accordance with standard operating procedures
• Select and apply appropriate technology, information systems and procedures when managing international freight transfer operations

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

Work may be undertaken: • in various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve: • twenty-four hour operation
• single and multi-site location
• large, medium and small workplaces

Work systems may include: • freight forwarding protocols and procedures
• communications equipment
• workplace operations
• authorities and permits
• hours of operation
• relevant regulations

Information needed to organise the international transport of freight may include: • type, capacity and compatibility of cargo
• agreed delivery times and routing schedules
• pick-up and drop-off points
• specified carrier/mode of transport
• agreed cost structure

Forms of transport may include: • road
• rail
• sea
• air
• local courier
Consultative processes may involve:
- employees, supervisors and managers
- international and domestic agents, suppliers and current or potential clients
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- Australian and international codes of practice and regulations relevant to the international transfer of freight
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- regulations and codes of practice for the international transfer of freight
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA3807B  Control and order stock

Unit Descriptor

This unit involves the skills and knowledge required to control and order stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers maintaining stock levels and records, organising and administering stocktakes, identifying stock losses, processing stock orders, and following up orders. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the control and ordering of stock in a workplace store.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to efficiently control and order stock in a workplace store.

Competency Field

A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Maintain stock levels and records

1.1 Stock levels are monitored and maintained at levels prescribed by workplace specifications

1.2 Stock security systems are monitored and adjusted as required

1.3 Stock re-order cycles are maintained, monitored and adjusted as required

1.4 Colleagues are informed of their individual responsibilities in regard to recording of stock

1.5 Stock storage and movement records are maintained in accordance with workplace procedures

1.6 Stock performance is monitored and fast/slow moving items are identified and reported in accordance with workplace procedures

2 Organise and administer stocktakes

2.1 Stocktakes are organised at the appropriate time and responsibilities allocated to staff

2.2 Accurate reports on stocktake data are produced within designated timelines

3 Identify stock losses

3.1 Losses are accurately identified, recorded and assessed against
potential loss as forecast on a regular basis

3.2 Identified losses are reported in accordance with workplace procedures

3.3 Avoidable losses are identified and reasons are established, and appropriate solutions are recommended and implemented to prevent future avoidable losses

4 Process stock orders

4.1 Orders for stock are accurately processed in accordance with workplace procedures

4.2 Stock ordering and recording systems are accurately maintained

4.3 Purchase and supply agreements are correctly used and appropriate details recorded

4.4 Negotiated purchase and supply agreements are recorded accurately and filed for retrieval

5 Follow up orders

5.1 Delivery process is monitored to meet agreed deadlines

5.2 Appropriate liaison is undertaken with colleagues and suppliers to ensure continuity of supply

5.3 Routine supply problems are followed up or referred to the appropriate person in accordance with workplace policy

5.4 Stock is distributed in accordance with agreed allocations

6 Complete documentation

6.1 All required records and documentation are completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)
- Relevant OH&S and environmental procedures and regulations
- Principles of stock control
- Procedures for the ordering of stock
- Stock control documentation and systems used in workplace stores
- Interpretation of workplace specifications and orders for supplies
- Stock security systems
- Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology
- Systems for the completion of relevant records and documentation
- Problems that may occur when controlling and ordering stock and appropriate action that can be taken to resolve the problems
• Contacts and sources of information and documentation needed when controlling and ordering stock
• Site layout
• The purpose and procedures for the use of relevant personal protective equipment
• Customer service policies and procedures

Required skills:
• Communicate effectively with others when controlling and ordering stock
• Read and interpret instructions, procedures and labels relevant to the controlling and ordering of stock
• Complete documentation related to the controlling and ordering of stock
• Work collaboratively with others when controlling and ordering stock
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when controlling and ordering stock in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in stock and systems in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and use relevant communication and computing equipment when controlling and ordering stock

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

This unit may apply to:
• any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing)

Suppliers may be:
• internal or external
Requirements for work may include:

- workplace protocols and procedures
- communications equipment
- workplace operations manuals
- relevant regulations, authorities and permits
- hours of operation
- relevant record keeping requirements
- workplace quality and customer service standards

Stock control and record systems may be:

- manual
- computerised

Stock may include but is not limited to:

- production materials
- packaging materials
- equipment and tools
- office and stationery supplies
- forms, brochures and documents
- vouchers and tickets
- merchandise for sale
- linen
- food and beverage supplies

Consultative processes may involve:

- suppliers, representatives and drivers
- relevant authorities
- other employees and supervisors
- management
- other professional or technical staff

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Personal protective equipment may include but is not limited to:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Documentation/records may include:

- workplace protocols and procedures
- workplace specifications for the stock concerned
- relevant regulations
- supplier instructions
- operations manuals
- documentation including order forms, standard letters, etc.
- induction documentation
- delivery options
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials

Applicable procedures and codes may include:

- relevant regulations and codes of practice for receipt and storage of stock concerned
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria
of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA3907B  Receive and store stock

Unit Descriptor
This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers taking delivery of stock, storing the received stock, and rotating and maintaining stock in accordance with relevant regulatory and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the receipt and storage of stock in a workplace store.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to safely and efficiently receive and store stock in a workplace store.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Take delivery of stock
1.1 Incoming stock is accurately checked against orders and delivery documentation in accordance with workplace procedures
1.2 Variations are accurately identified, recorded and communicated to the appropriate person
1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy

2 Store stock
2.1 All stock is promptly and safely transported to an appropriate storage area without damage
2.2 Stock is stored in the appropriate location within the area and in accordance with workplace security procedures
2.3 Appropriate personal protective equipment is correctly used during receipt and storage operations
2.4 Stock levels are accurately recorded in accordance with workplace procedures
2.5 Stock is labelled in accordance with workplace procedures
3 Rotate and maintain stock

3.1 Stock is rotated, where required, in accordance with workplace policy
3.2 Stock is moved using appropriate equipment, if necessary, in accordance with OH&S requirements, relevant regulations and workplace procedures
3.3 Quality of stock is checked and reported
3.4 Appropriate action is taken where the quality of the stock is found to be outside specified standards
3.5 Stock is placed in storage or disposed of in accordance with workplace policy

4 Complete documentation

4.1 All required records and documentation are completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)
- Relevant OH&S and environmental procedures and regulations
- Principles of stock control
- Stock control documentation and systems used in workplace stores
- Interpretation of workplace specifications and orders for supplies
- Stock security systems
- Safe lifting and handling procedures
- Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology
- Code of practice for working collaboratively with others
- Systems for the completion of relevant records and documentation
- Problems that may occur when receiving and storing stock and appropriate action that can be taken to resolve the problems
- Contacts and sources of information and documentation needed when receiving and storing stock
- Site layout
- The purpose and procedures for the use of relevant personal protective equipment
- Customer service policies and procedures
- Procedures for operating electronic communications equipment

Required skills:

- Communicate effectively with others when receiving and storing stock
- Read and interpret instructions, procedures and labels relevant to receiving and storing stock
• Complete documentation related to receiving and storing stock
• Work collaboratively with others when receiving and storing stock
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when receiving and storing stock in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and use relevant communication and computing equipment when receiving and storing stock

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

This unit may apply to: • any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing)

Suppliers may be: • internal or external

Requirements for work may include:
• workplace protocols and procedures
• communications equipment
• workplace operations manuals
• relevant regulations, authorities and permits
• hours of operation
• relevant record keeping requirements
• workplace quality and customer service standards

Stock control and record systems may be:
• manual
• computerised
Stock may include but is not limited to:

- production materials
- packaging materials
- equipment and tools
- office and stationery supplies
- forms, brochures and documents
- vouchers and tickets
- merchandise for sale
- linen
- food and beverage supplies

Consultative processes may involve:

- suppliers, representatives and drivers
- relevant authorities
- other employees and supervisors
- management
- other professional or technical staff

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include but is not limited to:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Documentation/records may include:
- workplace protocols and procedures
- workplace specifications for the stock concerned
- relevant regulations
- supplier instructions
- operations manuals
- documentation including order forms, standard letters, etc.
- induction documentation
- delivery options
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
- relevant competency standards and training materials

Applicable procedures and codes may include:
- relevant regulations and codes of practice for receipt and storage of stock concerned
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific
- Performance is demonstrated consistently over a period
resources for assessment  
of time and in a suitable range of contexts  
• Resources for assessment include:  
  o a range of relevant exercises, case studies  and other simulated practical and knowledge assessment, and/or  
  o access to an appropriate range of relevant operational situations in the workplace  
• In both real and simulated environments, access is required to:  
  o relevant and appropriate materials and/or equipment, and/or  
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals  
Method of assessment  
• Assessment of this unit must be undertaken by a registered training organisation  
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests  
• Practical assessment must occur:  
  o through appropriately simulated activities at the registered training organisation, and/or  
  o in an appropriate range of situations in the workplace
TLIA4007B Implement and monitor stevedoring regulations

Unit Descriptor This unit involves the skills and knowledge required to implement and monitor stevedoring regulations in accordance with relevant Australian and international regulations and codes of practice. This includes accessing appropriate information on relevant regulations and codes, interpreting regulations and codes relevant to workplace activities, implementing and monitoring compliance with the identified regulations and codes, and completing all required documentation in accordance with regulatory and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills This unit contains employability skills.

Application of the Unit Work must be carried out in compliance with the relevant stevedoring regulations, codes of practice and workplace requirements.

Work is performed under limited supervision generally within a team environment. It involves the application of workplace procedures and information on regulations to the implementation and monitoring of compliance with stevedoring regulatory requirements as part of work activities in the stevedoring and/or allied industries.

Competency Field A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

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

1 Access information on relevant regulations and codes

1.1 Australian and international regulations and codes of practice relevant to workplace stevedoring operations are identified in accordance with workplace procedures and in consultation with relevant personnel

1.2 Information on the identified regulatory and/or code requirements relevant to workplace functions and limits of responsibility are accessed in accordance with workplace procedures

2 Interpret relevant regulations and codes

2.1 Information on the identified regulatory and/or code requirements relevant to workplace functions and limits of responsibility is examined and interpreted in terms of its impact and implications for workplace activities

2.2 Compliance requirements are clarified and obligations under the regulations falling within the limits of responsibility and duty of care of various staff/team members are confirmed in
accordance with workplace procedures

2.3 Staff/team members/team leaders/supervisors are made aware of the identified regulatory/code requirements as they relate to workplace roles and responsibilities

3 Implement and monitor compliance with regulations and codes

3.1 Regulatory requirements relevant to workplace activities are implemented in accordance with the relevant regulations/ codes and workplace procedures

3.2 Appropriate information, training and/or instruction is organised to ensure that personnel are aware of compliance requirements

3.3 Procedures for monitoring compliance with operations in terms of regulatory requirements and workplace policies and procedures are followed

3.4 Problems that may lead to non-compliance are promptly and fully identified

3.5 Remedial action is timely and ensures continuity in workplace compliance with relevant regulations

3.6 Failure to comply with regulatory requirements and workplace policy is identified and action taken in accordance with workplace policies and procedures

4 Complete required documentation

4.1 Advice/reports to others on compliance issues are provided to relevant personnel and authorities in accordance with workplace procedures and relevant regulatory requirements

4.2 Documentation, records, reports and other information required within regulatory requirements is completed in accordance with the regulations and workplace procedures

4.3 Documentation is kept secure in accordance with workplace procedures and policy

4.4 Computer backup procedures are followed in the case of electronic records as per workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international regulations and codes of practice relevant to stevedoring operations
- Relevant OH&S and environmental protection procedures and guidelines
- Relevant customs, bond, quarantine and other legislative requirements including IMDG Code and Marine Orders
- Workplace/standard operating procedures and policies for the implementation and monitoring of compliance with stevedoring regulatory requirements
Focus of operation of work systems, equipment, management and site operating systems for stevedoring operations

Roles and responsibilities of various workplace personnel in terms of workplace activities and regulatory requirements

Problems that may occur when implementing and monitoring compliance with stevedoring regulatory requirements, and appropriate action that can be taken to resolve the problems

Site layout

**Required skills:**

- Communicate and negotiate effectively with others when implementing and monitoring stevedoring regulations
- Identify and access information on relevant regulations
- Read and interpret regulatory requirements, instructions, procedures and labels relevant to stevedoring operations
- Complete documentation related to stevedoring regulations
- Report on compliance related issues
- Work collaboratively with others when implementing and monitoring stevedoring regulations
- Resolve conflict situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified breaches of stevedoring regulations in accordance with regulatory requirements and workplace procedures
- Coordinate compliance activities in the workplace
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Follow processes for monitoring compliance with regulatory requirements

**RANGE STATEMENT**

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

Work may be conducted:

- in limited or restricted spaces
- in exposed conditions
- in controlled or open environments
- in a range of work environments
- by day or night
Customers may be:  
• internal or external
• Workplaces may comprise:  
• large, medium or small worksites

Hazards in the work area may include:  
• exposure to chemicals
• exposure to dangerous or hazardous substances
• movements of equipment, goods and materials

Relevant personnel may include:  
• the master and officers of a vessel
• the crew of a vessel
• workplace team leaders/supervisors
• other workplace personnel
• customs officers and representatives
• officers of the Australian Quarantine and Inspection Service
• official representatives of other relevant regulatory authorities
• site visitors
• contractors
• other technical, maintenance and professional staff

Personal protective equipment may include:  
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• protective clothing
• high visibility clothing

Communication in the work area may include:  
• phone
• fax
• email
• electronic data transfer (EDI)
• RF systems
• radio
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:

- Australian and international regulations and codes of practice relevant to stevedoring operations
- operations manuals, job specifications and induction documentation
- workplace standard operating procedures (SOPs) and policies
- guidelines and information on regulatory requirements issued by the relevant regulatory authorities
- documentation required to be completed under the relevant regulatory requirements
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for stevedoring operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- other sections of the Marine Orders and other regulations administered by the Australian Maritime Safety Authority (AMSA)
- quarantine regulations administered by the Australian Quarantine and Inspection Service (AQIS)
- customs regulations (export/import/bond requirements)
- relevant state/territory marine authority/port authority regulations
- relevant state/territory OH&S and environmental protection legislation
- water/sewerage regulations
- relevant state/territory road traffic regulations
- licence, patent or copyright arrangements
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA407C Process receipt and delivery of containers and cargo

Unit Descriptor
This unit involves the skills and knowledge required to process the receipt and delivery of containers and cargo in accordance with workplace requirements including checking the stacking/discharge list at commencement of a shift, assessing and planning container/cargo consolidation, allocating stack positions, identifying and checking containers/cargo, and checking and completing required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the receipt and delivery of containers and cargo.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of the receipt and delivery of containers and cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
1 Check stacking/discharge list at commencement of shift
   1.1 Yard or terminal stacking/discharge lists are checked against container/cargo documentation and operational order of work, taking into account both ship and shore operations
   1.2 Stacking discharge lists are continually updated to reflect the correct location of containers and cargo

2 Assess and plan container/cargo consolidation
   2.1 Yard or terminal plans are assessed and where appropriate consolidation of container/cargo within the yard or terminal is planned
   2.2 Consolidation plans are prepared to ensure efficiency of operations and efficient use of available yard/terminal space
   2.3 Final yard/terminal positions are obtained from consolidation plans and recorded

3 Allocate stack positions
   3.1 Stack positions are allocated based on the nature of the container/cargo concerned and the requirements of yard/terminal operations
3.2 Stacking plan is communicated to the relevant personnel in accordance with workplace procedures

4 Identify and check containers/cargo

4.1 Containers/cargo are identified and checked at the point of entry to the yard and prior to stacking
4.2 Agreement between numbers and marks on container/cargo and shipping documentation is confirmed
4.3 Cargo/containers are inspected and appropriate action is taken to report identified damage or defects in accordance with workplace procedures
4.4 Stacking follows stacking plans and facilitates efficient movement within the yard

5 Check and complete documentation

5.1 Documentation is checked prior to performing completion procedures ensuring compliance with workplace procedures and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international standards, codes and regulations relevant to the processing of the receipt and delivery of containers and cargo including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo
- Focus of operation of work systems, equipment, management and site operating systems for the receipt and delivery of containers and cargo
- Problems that may occur when processing the receipt and delivery of containers and cargo, and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Site layout, stacking plans and available stacking space
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when processing the receipt and delivery of containers and cargo
- Read and interpret instructions, procedures and labels relevant to the processing of the receipt and delivery of containers and cargo
- Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels
- Receive, acknowledge and send messages with appropriate communications equipment
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems when processing the receipt and delivery of containers and cargo in accordance with regulatory requirements and workplace procedures
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use relevant equipment, processes and procedures when processing the receipt and delivery of containers and cargo
• Use the lashing and protection equipment
• Estimate the size, shape and special requirements of loads
• Apply effective eye-hand coordination

RANGE STATEMENT

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

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Cargo may include: • goods with specialist requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Personnel in work area may include: • workplace personnel
• site visitors
• contractors
• official representatives
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the receipt and delivery of containers and cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA4107B  Manually sort mail and parcels

Unit Descriptor
This unit involves the skills and knowledge required to manually sort mail and parcels in accordance with workplace requirements, including carrying out required preparations of the work area, manually sorting mail and parcels, and finalising the required sorting processes. The sorting processes include accurately and efficiently organising mail and parcels into groups for further processing or distribution and containerising processed mail and parcels ready for transfer to the next processing or distribution point. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to the manual sorting of mail and parcels as part of work activities in the postal and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to sort mail and parcels manually
1.1 Individual and work team priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
1.3 The availability of mail and parcels to be processed is identified and confirmed
1.4 Mail and parcels to be processed are transferred to processing point
1.5 Labels for identifying the destination of mail are created and affixed to trays

2 Sort mail and parcels manually
2.1 Internal operating procedures and standards are applied to the manual processing of parcels and mail
2.2 Mail and parcels are inspected to ensure that all criteria have been met
2.3 Mail and parcels are sorted accurately and correctly in
compliance with priority for processing and manual sorting procedures

2.4 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels

2.5 Mail and parcels that are damaged, underpaid, incorrectly classified, or are non-conforming items are identified, separated and re-processed in accordance with workplace procedures

2.6 Legal requirements and workplace policies and procedures in relation to the security of mail and parcels are followed

3 Complete process for manually sorting mail and parcels

3.1 Mail and parcel sorting frames/bag racks are cleared down, and mail and parcel containers/bags are sealed and labelled in accordance with workplace procedures

3.2 Mail and parcels are transferred to next processing or distribution point using appropriate shifting equipment and labels scanned as required

3.3 Information required to complete records of mail and parcels processed is provided and recorded

3.4 Excess equipment is removed and work area is prepared for next activity/shift

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manual sorting of mail and parcels
- Focus of operation of work systems, equipment, management and site operating systems for the manual sorting of mail and parcels
- Problems that may occur when manually sorting mail and parcels and appropriate action that can be taken to resolve/avoid the problems
- Requirements of mail sorting systems, operations and relevant equipment
- Hazards that may occur during the manual sorting of mail and parcels and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:

- Communicate effectively with others when manually sorting mail and parcels
- Read and interpret instructions, procedures and labels relevant to the manual sorting of mail and parcels
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to the manual sorting of mail and parcels
• Work collaboratively with others when manually sorting mail and parcels
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise during the manual sorting of mail and parcels in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may arise during the manual sorting of mail and parcels
• Plan own work including predicting consequences and identifying improvements
• Apply security and safety precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment and systems in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, select and use relevant equipment, processes and procedures when manually sorting mail and parcels

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

Work may be conducted:  • in a range of work environments
                       • by day or night
Workplaces may comprise:  • large, medium or small worksites
Operations may include:  • shiftwork
Customers may be:  • internal or external
Hazards may include:  • vehicular traffic and pedestrians
                       • dust and vapours
                       • hazardous or dangerous materials
                       • humidity, air temperature
                       • lighting conditions
                       • machinery/equipment moving parts
                       • noise
Weighing devices may be:
- mechanical
- automated
- weighbridge

Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Equipment may include:
- mail trays, tubs and bags
- sorting frame/bag rack
- scanners
- tipping belt
- knife
- pallet jack/maverick
- powered lifters
- king fishers
- scales
- carousel
- Unit Load Device (ULD) and Wheeled Unit Load Device (WULD)
- Vertical Sorting Frame (VSF) and Vertical Sorting Division (VSD)
- ULD tipper
- conveyor belts
- strapping machine

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information which may include:
  - postcode book, national sort plan and state sort plan
  - post guide
  - international postcode directory
  - labels chart
  - mail identification numbers, codes and labels
- manifests, consignment notes, bar codes, mail and container identification
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA4207B  Despatch mail

Unit Descriptor
This unit involves the skills and knowledge required to despatch mail in accordance with regulatory and workplace requirements, including carrying out required preparations, despatching mail in accordance with workplace procedures, and completing the despatch operations. The process includes all actions from the receipt of mail for consolidation to the despatch and maintenance of records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the despatch of mail and parcels.

Work normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the despatch of mail as part of work activities in the postal and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to despatch mail
1.1 Individual and work team priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
1.3 Mail to be despatched is identified and accessed

2 Despatch mail
2.1 Internal operating procedures and standards are applied to the processing of mail
2.2 Mail is processed accurately and correctly in compliance with priority for despatching
2.3 Mail is handled and equipment operated safely to minimise risk of injury to people and damage to mail
2.4 Mail to be despatched is weighed and/or scanned to ensure compliance with workplace standards
2.5 Mail is placed in the appropriate mail transport devices for despatch
2.6 Mail transport devices are moved to the holding/loading areas in accordance with site procedures
3 Complete despatch of mail

3.1 Information required to complete records of mails despatched is provided and recorded
3.2 Excess equipment is removed and work area is prepared for next activity/shift

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international codes and regulations relevant to mail operations
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the despatch of mail
• Focus of operation of work systems, equipment, management and site operating systems for the despatch of mail
• Problems that may occur when despatching mail and appropriate action that can be taken to resolve or avoid the problems
• Requirements of mail despatch systems, operations and relevant equipment
• Safety and security hazards that may occur during the despatch of mail and ways of controlling the risks involved
• Relevant personal protective equipment and procedures for its use
• Site layout

Required skills:
• Communicate effectively with others when despatching mail
• Read and interpret instructions, procedures and labels relevant to the despatch of mail
• Complete documentation related to the despatch of mail
• Work collaboratively with others when despatching mail
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise the despatch of mail in accordance with regulatory requirements and workplace procedures
• Interpret and apply relevant agreements, codes of practice or other legislative requirements
• Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify, select and use relevant equipment, processes and procedures when despatching mail

**RANGE STATEMENT**

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

**Work may be conducted:**
- in a range of work environments
- by day or night

**Workplaces may comprise:**
- large, medium or small worksites

**Operations may include:**
- shiftwork

**Customers may be:**
- external or internal

**Hazards may include:**
- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise
- insects

**Weighing devices may be:**
- mechanical
- automated
- weighbridge

**Work priorities may be communicated through:**
- briefings
- noticeboards
- announcements
Equipment may include:

- forklift
- BT lifting equipment
- kingfishers
- plastic and cardboard trays
- dock leveller
- conveyors
- trolley/carriers
- bags
- flute trays
- bins
- stillages
- unit load device (ULD)
- wheeled unit load device (WULD)

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

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

Critical aspects for assessment

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

- this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA4307B  Consolidate mail

Unit Descriptor
This unit involves the skills and knowledge required to consolidate mail in accordance with workplace requirements, including carrying out required preparations, consolidating mail, and completing the consolidation operations. The process includes the initial identification and separation of mail prior to movement to the despatch dock. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to consolidation of mail as part of work activities in the postal and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Prepare for consolidation of mail

1.1 Individual and work team priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
1.3 Mail to be consolidated is identified and accessed

2 Consolidate mail

2.1 Internal operating procedures and standards are applied to the consolidation of mail
2.2 Mail is consolidated accurately and correctly in compliance with workplace requirements
2.3 Mail is handled safely to minimise risk of injury to people and damage to mail
2.4 Mail to be consolidated is placed into mail containers for movement to next process point

3 Complete consolidation of mail

3.1 Mail containers are sealed and labelled accurately and correctly in accordance with workplace procedures
3.2 Information required to complete records of mail processed is provided and recorded
3.3 Mail containers are transferred to designated storage area to
await movement to next processing point using appropriate shifting equipment

3.4 Excess equipment is removed from work area and stored appropriately

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the consolidation of mail
- Focus of operation of work systems, equipment, management and site operating systems for the consolidation of mail
- Problems that may occur when consolidating mail and appropriate action that can be taken to resolve or avoid the problems
- Requirements of mail consolidation systems, operations and relevant equipment
- Safety and security hazards that may occur during the consolidation of mail and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:
- Communicate effectively with others when consolidating mail
- Read and interpret instructions, procedures and labels relevant to the consolidation of mail
- Complete documentation related to the consolidation of mail
- Work collaboratively with others when consolidating mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when consolidating mail in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unplanned events that may occur when consolidating mail
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to mail or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, select and use relevant equipment, processes and procedures when consolidating mail

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

Work may be conducted: • in a range of work environments
• by day or night

Workplaces may comprise: • large, medium or small worksites

Facilities may be: • within an airport environment

Customers may be: • external (including international) or internal

Hazards may include: • vehicular traffic and pedestrians
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
• lighting conditions
• machinery/equipment moving parts
• noise
• insects

Weighing devices may be: • mechanical
• automated
• weighbridge

Work priorities may be communicated through: • briefings
• noticeboards
• announcements
Equipment may include:

- forklift
- BT lifting equipment
- kingfishers
- plastic and cardboard trays
- bags
- flute trays
- bins
- pallet jacks
- stillages
- unit load device (ULD)
- wheeled unit load device (WULD)
- strapping machine
- TMS (Tray Management System)
- scanners
- label printers

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine/equipment operations manuals
- air and surface movement schedules
- international aviation codes (IATA)
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

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

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

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

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and/or equipment, and/or
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through appropriately simulated activities at the registered training organisation, and/or
  - In an appropriate range of situations in the workplace

- The underpinning knowledge and skills
- Relevant legislation and workplace procedures
- Other relevant aspects of the range statement
### TLIA4407B Carry out delivery operations

#### Unit Descriptor
This unit involves the skills and knowledge required to deliver mail/consignments to residential and business customers in accordance with workplace requirements, including carrying out required preparations, delivering mail/consignment to special route in accordance with workplace procedures, and reporting on the delivery activity. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the conduct of delivery operations as part of work activities in the postal and allied industries.

#### Competency Field
A – Handling Cargo/Stock

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

#### PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Prepare to deliver mail/consignment</strong></td>
</tr>
<tr>
<td></td>
<td>1.1 Mail/consignment or delivery and associated items are identified and collected promptly from specific locations</td>
</tr>
<tr>
<td></td>
<td>1.2 Mail/consignment is sorted accurately into the route order</td>
</tr>
<tr>
<td></td>
<td>1.3 Mail/consignment is handled in a manner that minimises the risk of damage</td>
</tr>
<tr>
<td></td>
<td>1.4 Special items are identified accurately</td>
</tr>
<tr>
<td></td>
<td>1.5 Mail/consignment is organised into bundles and kept in sequence for delivery</td>
</tr>
<tr>
<td></td>
<td>1.6 Mail/consignment is handled securely</td>
</tr>
<tr>
<td>2</td>
<td><strong>Deliver mail/consignment to specific route</strong></td>
</tr>
<tr>
<td></td>
<td>2.1 Established laws, by-laws and procedural guidelines are followed and applied whilst undertaking deliveries</td>
</tr>
<tr>
<td></td>
<td>2.2 Mail/consignment is delivered in good condition and in the specified sequence</td>
</tr>
<tr>
<td></td>
<td>2.3 Deliveries are completed within specified times</td>
</tr>
<tr>
<td></td>
<td>2.4 Mail/consignment is kept secure to minimise the risk of damage, theft, misdelivery and loss</td>
</tr>
<tr>
<td></td>
<td>2.5 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately</td>
</tr>
</tbody>
</table>
2.6 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use and recommended mail services
2.7 Hazards associated with delivery round are identified and acted on

3 Report on delivery activity

3.1 Incidents involving customers that occur, or hazards identified during the delivery, are reported accurately to the relevant person
3.2 Opportunities for developing workplace business, together with competitor activity, that are identified during delivery operations are recorded and reported to the appropriate person
3.3 Undelivered and undeliverable mail/consignment is processed in accordance with workplace policies and procedures
3.4 Documents are completed, checked for accuracy and returned promptly to the appropriate persons

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to the mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of delivery operations
- Focus of operation of work systems, equipment, management and site operating systems for delivery operations
- Problems that may occur when conducting delivery operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of delivery systems, operations and relevant equipment
- Hazards that may occur during delivery operations and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:
- Communicate effectively with others when conducting delivery operations
- Read and interpret instructions, procedures and labels relevant to delivery operations
- Complete documentation related to delivery operations
- Work collaboratively with others when conducting delivery operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting delivery operations in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when conducting delivery operations
• Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Interpret and apply relevant agreements, codes of practice or other legislative requirements
• Plan own work including predicting consequences and identifying improvements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, select and use relevant equipment, processes and procedures when conducting delivery operations

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

Work may be conducted:  • in a range of work environments
• by day or night

Workplaces may comprise:  • large, medium or small worksites

Facilities may be:  • within an airport environment

Customers may be:  • external (including international) or internal

Hazards may include:  • vehicular traffic and pedestrians
• uneven ground, steps, road surfaces
• light including UV
• animals, birds and insects
• noise
• varying traffic conditions
• hazardous or dangerous materials
• positions/status of letterbox or delivery point

Weighing devices may be:  • mechanical
• automated
• weighbridge
Work priorities may be communicated through:
- briefings
- noticeboards
- announcements

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and/or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
relevant legislation and workplace procedures
other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA4507B  Process international parcels and letters

Unit Descriptor
This unit involves the skills and knowledge required to prepare and process international parcels and letters for both air and surface movement in accordance with workplace requirements. The process includes all actions after receipt of parcels from the dock to delivery to the consolidation/despatch area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of international parcels and letters as part of work activities in the postal and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Prepare to process international parcels and mail
1.1 Individual and work team priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
1.3 The availability of parcels and mail for processing is identified and confirmed
1.4 Parcels and mail received from streaming are segregated into airmail, economy air and surface categories
1.5 Mail and parcels are weighed prior to processing

2 Process air mail parcels and letters
2.1 Internal operating procedures and standards are applied to the sorting of parcels and mail
2.2 Parcels are handled safely to minimise risk of injury to people and damage to parcels and mail
2.3 Airmail parcels are quarantined for the stipulated period
2.4 Parcels and mail are sorted accurately and correctly by nation, in compliance with established priorities
2.5 Parcels and mail are documented and placed in appropriate containers
2.6 Completed bags are weighed and labels are generated and scanned
2.7 Containers of parcels are moved to the consolidation/despatch area
2.8 Excess equipment is removed and work area is prepared for next activity/shift
2.9 International parcels and mail processes and surveys are conducted as required
2.10 Mail and parcels incorrectly classified and non-conforming items are identified, separated and re-sorted

3 Process economy air surface parcels

3.1 Internal operating procedures and standards are applied to the sorting of parcels and mail
3.2 Economy air and surface parcels and mail are held in temporary storage for the service standard time
3.3 Parcels and mail are scanned and sorted accurately and correctly by nation in compliance with established practices
3.4 Parcels and mail are documented and placed in containers
3.5 Containers of parcels and mail are moved to the consolidation/despatch area using correct shifting equipment and labels
3.6 Excess equipment is removed and work area is prepared for next activity/shift
3.7 Information required to complete record of mail and parcels is provided and recorded

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of international parcels and letters
- Focus of operation of work systems, equipment, management and site operating systems for the processing of international parcels and letters
- Problems that may occur when processing international parcels and letters and appropriate action that can be taken to resolve/avoid the problems
- Requirements of international parcels processing systems, operations and relevant equipment
- Safety and security hazards that may occur during the processing of international parcels and letters and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:
• Communicate effectively with others when processing international parcels and letters
• Read and interpret instructions, procedures and labels relevant to the processing of international parcels and letters
• Complete documentation related to the processing of international parcels and letters
• Work collaboratively with others when processing international parcels and letters
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when processing international parcels and letters in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when processing international parcels and letters
• Interpret and apply relevant agreements, codes of practice or other legislative requirements
• Plan own work including predicting consequences and identifying improvements
• Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to mail or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, select and use relevant equipment, processes and procedures when processing international parcels and letters

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

Work may be conducted:
• in a range of work environments
• by day or night

Workplaces may comprise:
• large, medium or small worksites

Facilities may be:
• within an airport environment

Customers may be:
• external (including international) or internal
Hazards may include:

- vehicular traffic and pedestrians
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature
- lighting conditions
- machinery/equipment moving parts
- noise
- insects

Weighing devices may be:

- mechanical
- automated
- weighbridge

Work priorities may be communicated through:

- briefings
- noticeboards
- announcements

Equipment may include:

- aircraft load containers (e.g. igloos, bags, cans)
- strapping machine
- sorting frames/shelves
- bins
- unit load device (ULD)
- wheeled unit load device (WULD)
- hoists
- tubs
- stillages
- flat trolleys
- bag racks
- mechanical handling equipment
- mechanical moving equipment
- ergonomic chairs
- computer equipment
- king fishers
- plastic and cardboard mail trays

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine/equipment operations manuals
- air and surface movement schedules
- international aviation codes (IATA)
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and/or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
### TLIA4607B Process parcels and letters

**Unit Descriptor**
This unit involves the skills and knowledge required to manually process parcels and letters in accordance with workplace requirements, including carrying out all required preparations, processing parcels and mail manually, and completing the processing operations. The process includes all actions after receipt from streaming up to immediately prior to despatch. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the processing of parcels and letters as part of work activities in the postal and allied industries.

**Competency Field**
A – Handling Cargo/Stock

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare to process parcels and mail manually** | 1.1 Individual and work team priorities and responsibilities are identified and confirmed  
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied  
1.3 The availability of parcels and mail to be processed is identified and confirmed  
1.4 The appropriate sort plan is identified, accessed and applied  
1.5 Parcels and mail to be processed are transferred to processing point  
1.6 Labels for identifying the destination of mail are created and affixed to trays |
| **2 Process parcels and mail manually** | 2.1 Internal operating procedures and standards are applied to the manual processing of parcels and mail  
2.2 Parcels and mail are processed accurately and correctly in compliance with priority for processing  
2.3 Parcels and mail are handled safely to minimise risk of injury to people and damage to parcels |
2.4 Parcels and mail that are incorrectly classified and non-conforming items are identified, separated and re-processed
2.5 Parcels and mail are sorted to their correct destination and placed in appropriate mail container for distribution

3 Complete process for parcels and mail

3.1 Parcel and mail containers/bag racks are cleared down, sealed and labelled
3.2 Parcel and mail containers are weighed and labelled to ensure compliance with workplace procedures
3.3 Information required to complete records of parcels and mail processed is provided and recorded
3.4 Parcels and mail are transferred to next processing point using appropriate shifting equipment, and labels are scanned as required
3.5 Excess equipment is removed and work area prepared for next activity/shift

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the processing of parcels and letters
- Focus of operation of work systems, equipment, management and site operating systems for the processing of parcels and letters
- Problems that may occur when processing parcels and letters and appropriate action that can be taken to resolve/avoid the problems
- Requirements of parcels processing systems, operations and relevant equipment
- Safety and security hazards that may occur during the processing of parcels and letters and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:
- Communicate effectively with others when processing parcels and letters
- Read and interpret instructions, procedures and labels relevant to the processing of parcels and letters
- Complete documentation related to the processing of parcels and letters
- Work collaboratively with others when processing parcels and letters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when processing parcels and letters in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when processing parcels and letters
• Plan own work including predicting consequences and identifying improvements
• Interpret and apply relevant agreements, codes of practice or other legislative requirements
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, select and use relevant equipment, processes and procedures when processing parcels and letters

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

Work may be conducted:
• in a range of work environments
• by day or night

Workplaces may comprise:
• large, medium or small worksites

Facilities may be:
• within an airport environment

Customers may be:
• external (including international) or internal

Hazards may include:
• vehicular traffic and pedestrians
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
• lighting conditions
• machinery/equipment moving parts
• noise

Weighing devices may be:
• mechanical
• automated
• weighbridge
Work priorities may be communicated through:

- briefings
- noticeboards
- announcements
Equipment may include:

- pipe wheelers
- bag rack
- scanners
- tipping belt
- knife
- pallet jack/maverick
- powered lifters
- bags
- scales
- labels
- forklift
- sorting frames
- carousel
- bins
- strings
- stillages
- unit load devices (ULDs) and wheeled unit load devices (WULDs)
- ULD stands and lifters (dollies)
- vertical sorting frames (VSFs) and vertical sorting divisions (VSDs)
- flute tubs
- ergonomic chairs
- bags
- spectrum
- ULD tipper
- conveyor belts
- strapping machine
- plastic and cardboard trays
- barcode sorter (BCS)
- parcel machines
- TMS
- label printer
- optical character reader (OCR)
- letter mail labelling machine (LMLM)
- letter indexing desks (LIDS)
- flat multi-line optical character reader (FSM)
- scissor jacks
- kingfishers
- tray tippers
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and/or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- relevant legislation and workplace procedures
- other relevant aspects of the range statement
TLIA4707B  Stream mail

Unit Descriptor
This unit involves the skills and knowledge required to stream mail in readiness for the next stage of processing in accordance with workplace requirements, including preparing to stream mail, streaming mail in accordance with workplace procedures, and finalising all required streaming operations. The process may include opening, facing up and traying mail. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the streaming of mail and parcels.

Work is normally performed under general supervision, usually within a team environment. It involves the application of workplace procedures and regulatory requirements to the streaming of mail as part of work activities in the postal and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to stream mail
1.1 Individual and work team priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
1.3 Mail to be streamed is identified, accessed and prepared

2 Stream mail
2.1 Internal operating procedures and standards are applied to the streaming of mail
2.2 Mail is categorised and streamed accurately and correctly in compliance with priority for streaming
2.3 Mail is handled safely to minimise risk of injury to people and damage to mail

3 Complete streaming of mail
3.1 Mail containers are loaded onto appropriate mail movement device and labelled
3.2 Information required to complete records of mail processed is provided and recorded
3.3 Mail containers are transferred to next processing point using appropriate shifting equipment
3.4 Excess equipment is removed and work area is prepared for next activity shift

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the streaming of mail
- Focus of operation of work systems, equipment, management and site operating systems for the streaming of mail
- Problems that may occur when streaming mail and appropriate action that can be taken to resolve avoid the problems
- Requirements of mail streaming systems, operations and relevant equipment
- Hazards that may occur during the streaming of mail and ways of controlling the risks involved
- Relevant personal protective equipment and procedures for its use
- Site layout

Required skills:
- Communicate effectively with others when streaming mail
- Read and interpret instructions, procedures and labels relevant to the streaming of mail
- Complete documentation related to the streaming of mail
- Work collaboratively with others when streaming mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when streaming mail in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events when streaming mail
- Plan own work including predicting consequences and identifying improvements
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Apply safety and security precautions and required action to minimise, control or eliminate hazards that may exist when streaming mail
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use relevant equipment, processes and procedures when streaming mail
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

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

Work may be conducted: ● in a range of work environments
● by day or night

Workplaces may comprise: ● large, medium or small worksites

Facilities may be: ● within an airport environment

Customers may be: ● internal or external

Hazards may include: ● vehicular traffic and pedestrians
● dust and vapours
● hazardous or dangerous materials
● humidity, air temperature
● lighting conditions
● machinery/equipment moving parts
● noise
● insects

Weighing devices may be: ● mechanical
● automated
● weighbridge

Work priorities may be communicated through: ● briefings
● noticeboards
● announcements
Equipment may include:
- streaming indicators
- kingfishers
- plastic and cardboard mail trays tubs receptacles
- BT lifting equipment
- label printer
- opening knife
- belts
- trolleys
- bins
- unit load device (ULD)
- wheeled unit load device (WULD)
- stillages
- forklifts
- pallet jack

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- manifests, consignment notes, bar codes, mail and container identification
- mail identification numbers, codes and labels
- machine equipment operations manuals
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/material safety data sheets
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA4807C Carry out border clearance functions

Unit Descriptor
This unit involves the skills and knowledge required to carry out basic border clearance functions in accordance with Customs and related legislation and workplace requirements. It includes creating import declarations for import clearance; resolving problems arising from lodgement of entries or import declarations; and undertaking post-entry amendments, where applicable. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the conduct of border clearance functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed under supervision, generally within a collaborative team environment.

This unit is normally packaged at AQF II or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Create Integrated Cargo System (ICS) import declarations for import clearance
1.1 Information required for ICS import declarations is determined
1.2 Required information for ICS import declarations is prepared
1.3 Staff delegated to prepare required information are supported to complete tasks accurately and in a timely manner
1.4 Information is checked for accuracy
1.5 Required information for ICS import declarations is collated and entered
1.6 Questions relating to lodgement of the import declaration are reviewed

2 Resolve problems arising from lodgement of entries or import declarations
2.1 Progress of preparing import declarations for lodgement is monitored
2.2 Problems arising before or after lodgement of the import declarations are identified and action is taken to address problems

3 Undertake post-entry
3.1 Needs for amendments are confirmed as required
amendments (where applicable) 3.2 Import declarations are amended in accordance with Customs and related legislation as well as workplace procedures and other regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Customs legislation, other legislation and regulations relevant to border clearance functions
- Relevant OH&S and environmental procedures and regulations
- Requirements for completing relevant documentation
- Steps involved in planning work activities
- Functions and responsibilities of customs broker acting as a nominee, or sole trader
- Purpose and features of customs programs
- Role and authority of Customs and how it fits into the structure of government
- Range of customs duties and tariffs and how they are applied
- Problems that may occur when carrying out border clearance functions and appropriate action that can be taken to resolve problems
- Purpose of warehousing goods and obligations of warehouse proprietors to Customs
- Factors comprising landed cost from commercial and customs documentation
- Procedures to be followed in the event of an emergency
- Cultural differences amongst customers, internal and external freight contacts and within customer service teams and their implications when carrying out border clearance functions
- Sources of information on new developments in border clearance operations

Required skills:
- Negotiate, communicate and liaise effectively with clients and others when carrying out border clearance functions
- Read and interpret instructions, procedures, information and signs relevant to the conduct of border clearance functions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate work systems, equipment, management and site operating procedures for border clearance functions
- Work collaboratively with others
- Plan, organise and monitor own work activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Solve problems that arise during border clearances functions
- Adapt to new skill and knowledge requirements required due to the development of new border clearance operations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer/communication/office equipment
• Identify import restrictions and prohibitions from relevant sources

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

New developments in border clearance operations may include:
- regulations
- processes
- systems
- technology
- types and packaging of goods

Information on new developments in border clearance operations may be obtained from:
- internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc.
- external networks
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Adaptability to new skill and knowledge requirements required due to the development of new border clearance operations may include:
- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- clients
- agents
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
**Documentation and records may include:**

- Customs and related legislation
- other legislation related to border clearance functions
- shipping documentation
- quarantine documentation
- permits to import and/or export
- Customs Notices
- commercial invoices and packing lists
- manifests, delivery notes, special clearances, consignment notes and authorised weighbridge certificates
- internal documentation used for border clearance functions
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- client instructions
- industrial relations agreements or contracts
- regulations and codes of practice relevant to border clearance procedures including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to border clearance
- quality assurance procedures
- emergency procedures
- dangerous goods declarations and material safety data sheets, where applicable

**Applicable legislation and regulations may include:**

- Customs and related legislation
- privacy legislation
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**

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

**Critical aspects for assessment**

- The evidence required to demonstrate competency in
this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
- identifying required information after completion of import declarations
- resolving problems arising from lodgement of entries
- undertaking post-entry amendments
- selecting and using the technology required for basic border clearance functions

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA4907C  Apply specialist permit requirements as part of customs broking activities

Unit Descriptor
This unit involves the skills and knowledge required to apply specialist permit requirements as part of customs broking activities in accordance with Customs and related legislation and workplace requirements. It includes identifying required permits; assessing permit applications; and facilitating the gaining of permits. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning specialist permit requirements. Work is undertaken in a range of environments including small to large worksites in the custom broking and international freight forwarding industries. Work at this level is performed under supervision, generally within a collaborative team environment.

This unit is normally packaged at AQF II or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify required permits
1.1 Goods requiring permits are identified
1.2 Correct permits are identified for import/export of goods
1.3 Goods and commodities restricted/prohibited for import/export under the laws of Australia and other countries are identified

2 Assess permit applications
2.1 Permit application process is understood and followed by the applicant
2.2 Specialist expertise is engaged to clarify permit application process as required
2.3 Information required for permit application is gathered and documented
2.4 Other required documentation is identified and gathered
2.5 Liaison is undertaken with client as required to facilitate completion of permit application
2.6 Permit application is checked
2.7 Permit application and other required documentation is lodged
2.8 Client is kept informed about the application process and progress

3 Facilitate gaining of permits

3.1 Problems arising with application are identified and addressed
3.2 Negotiations and discussions are entered into with clients, relevant personnel and permit issuing authorities to facilitate issuing of permits
3.3 Approved applications are reviewed to ensure compliance with client requirements
3.4 Permit requirements are communicated to clients
3.5 Application and permit documentation is stored in accordance with workplace and relevant regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Customs, quarantine and other legislation relevant to the application of specialist permit requirements, including the Prohibited Import Regulations, Prohibited Export Regulations, Australian Dangerous Goods (ADG) Code and relevant wildlife conservation quarantine or other legislative requirements
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the application of specialist permit requirements
- Relevant specialist permit procedures and guidelines
- Requirements for completing relevant documentation
- Focus of operation of work systems, equipment, management and site operating systems for the application of specialist permit requirements
- Problems that may occur when applying specialist permit requirements and appropriate action that can be taken to resolve the problems
- Code of practice for working collaboratively with others
- Steps involved in planning work activities
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:
- Negotiate, communicate and liaise effectively with customers and others when completing work activities
- Read and interpret instructions, procedures and information relevant to the specialist permit requirements
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Select and use relevant computer/communication/office equipment when applying specialist permit requirements
• Work collaboratively as part of a customs broking/freight forwarding team
• Plan and organise work activities when applying specialist permit requirements
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Solve problems that may arise when applying specialist permit requirements
• Present information using appropriate media and technology
• Identify, interpret and learn skills and knowledge required for new developments in relevant permit requirements
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Restricted/prohibited goods/commodities subject to quarantine and wildlife conservation regulations or other regulatory and/or permit requirements may include:

- livestock
- flora and fauna
- wines and spirits
- specified horticultural products
- plant and animal products from countries with known diseases, viruses and other contagious pathogens
- commodities containing ozone-depleting substances
- therapeutic goods and complementary medicines
- hazardous waste
- heritage and cultural items
- dangerous goods, explosives, firearms and ammunition
- imported foods
- industrial chemicals
- goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the Department of Foreign Affairs and Trade (DFAT)
- other commodities subject to Australian and overseas government regulations and requiring specialist permits
Information on relevant aspects of specialist permit requirements may include:

- wildlife conservation requirements, such as:
  - wildlife conservation in Australia
  - international treaties for wildlife conservation
  - export/import regulations for wildlife
  - permit validation for exports to the USA
  - acquittals and specimen export records (SER)

- quarantine permit requirements, such as:
  - quarantine treatment
  - AQIS approved premises
  - cargo clearance
  - pests and diseases
  - plant quarantine
  - animal quarantine
  - plant and animal exports

- other specialist permit requirements, such as:
  - wines and spirits
  - prescribed amounts of cash
  - commodities containing ozone-depleting substances
  - requirements for Therapeutic Goods Administration Permits (TGP)
  - hazardous waste
  - heritage and cultural items
  - dangerous goods, explosives, firearms, ammunition, and chemical, biological and radioactive weapons materials and components and other prohibited imports and exports
  - imported food program and permit regulations
  - requirements of the National Industrial Chemicals Notification and Assessment Scheme (NICNAS)
  - regulations and permits pertaining to goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the Department of Foreign Affairs and Trade
  - dual use goods covered by the WMD Act
Agencies from which permits may be obtained may include:

- Australian Quarantine and Inspection Service
- Australian Custom Service
- Department of the Environment Water, Heritage and the Arts (DEWHA)
- Department of Agriculture, Fisheries and Forestry
- Department of Innovation, Industry, Science and Research
- Department of Health and Ageing
- Department of Defence
- Department of Foreign Affairs and Trade
- Australian Federal Police
- Australian Wine and Brandy Corporation
- Health Insurance Commission
- Wheat Export Authority
- Attorney Generals Department
- Department of Prime Minister and Cabinet
- Department of Infrastructure, Transport and Regional Development and Local Government

Checks made during permit application may include:

- accuracy checks
- checks for missing information
- checks for unfulfilled requirements
- whether supplementary documents are required

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Consultative processes may involve:

- other employees and supervisors
- suppliers of specialist permits
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- regulations and codes of practice relevant to import and export procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to specialist permit requirements
- quality assurance procedures
- emergency procedures
- operations manuals, job specifications and induction documentation
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements
- other government documentation covering regulated trade (including online)
Applicable regulations and legislation may include:

- relevant codes and regulations for the issuing of specialist permits
- Customs and related legislation
- export/import/quarantine/bond requirements
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- other Australian legislation relating to restrictions and prohibitions on imports and exports and related permit requirements
- relevant state/territory OH&S and environmental protection legislation
- Customs Act 1901
- Environmental Protection and Biodiversity Conservation Act 1999
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying required permits
  - facilitating the gaining of permits
  - communicating and negotiating with customers and agencies responsible for the issuing of permits

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA5007C Apply GST legislation as part of customs broking activities

Unit Descriptor
This unit involves the skills and knowledge required to apply GST (Goods and Services Tax) legislation as part of customs broking activities. It includes assessing the applicability of GST and other relevant taxes; determining tax exemptions and taxes to be paid; and documenting the results of all tax determinations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and Australian Taxation Office related legislation and workplace requirements concerning the GST. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed under some supervision, generally within a collaborative team environment.

This unit is normally packaged at AQF level III or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Assess applicability of GST and other relevant taxes
1.1 Applicability of GST and related taxes including Wine Equalisation Tax (WET) and Luxury Car Tax (LCT) to goods and services is assessed
1.2 Allowable exemptions and specialised schemes relating to GST and related taxes are researched for applicability to that commodity and/or transaction
1.3 Allowable exemptions are applied to goods and commodities
1.4 Accuracy of assessments is checked

2 Determine taxes
2.1 The rate of GST and related taxes on goods and services are determined
2.2 Other required information such as overseas freight and insurances are obtained
2.3 Data is input for GST calculation

3 Document tax assessments in accordance with
3.1 Results are recorded on appropriate documentation
3.2 Rates and amounts of GST and other taxes payable are
3.3 Completed documentation is stored and retained, and passed on to client and other relevant personnel as required and in accordance with the requirements of Customs and related legislation and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Customs and other related legislation as they apply to the implementation of GST legislation, including A New Tax System (Goods and Services Tax) Act 1999 and associated regulations
• Relevant sections of national and state or territory regulatory requirements and codes of practice
• Relevant OH&S and environmental procedures and regulations
• Information on relevant aspects of GST legislation as they relate to customs broking and freight forwarding activities
• Sources of information on new developments in GST legislation as they relate to customs broking activities
• Focus of operation of work systems, equipment, management and site operating systems for the implementation of GST legislation as they relate to customs broking activities
• Problems that may occur when applying GST legislation and appropriate action that can be taken to resolve the problems
• Techniques to learn skills and knowledge required for new developments in GST legislation as they relate to customs broking activities
• Documentation requirements for the application of GST legislation as they relate to customs broking activities
• Steps involved in planning the work activities
• Procedures to be followed in the event of an emergency
• Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:
• Negotiate, communicate and liaise effectively with others when applying GST legislation as part of customs broking activities
• Read and interpret instructions, procedures and information relevant to the application of GST legislation as they relate to customs broking activities
• Plan and organise work activities
• Complete documentation related to work activities
• Work collaboratively with others as part of an operational team
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Operate relevant computer/communication/office equipment when applying GST legislation
• Enter information using appropriate media and technology
• Identify, interpret and learn new skills and knowledge required for new developments in GST legislation and related systems and technology
• Resolve problems which may arise when applying GST legislation
• Monitor work activities in terms of planned schedule
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

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

Information on relevant aspects of GST legislation as they relate to customs broking and freight forwarding activities may include:

• key features of the GST legislation
• GST system overview
• basic operation of the GST system
• roles and responsibilities of Australian Customs Service (Customs) and the Australian Taxation Office (ATO) as they relate to GST
• registration process
• GST accounting requirements
• GST-free goods and supplies
• GST input-taxed supplies
• GST collection and remittance
• special rules pertaining to GST requirements
• impact of GST on Customs functions
• calculations of GST on taxable importations
• transport and insurance costs attracting GST
• impact of GST on importers and exporters
• non-taxable importation

GST and related taxes refers to:

• Goods and Services Tax
• Wine Equalisation Tax (WET)
• Luxury Car Tax (LCT)
• other taxes on imported/exported goods and commodities

Allowable exemptions and specialised schemes refers to:

• government initiatives and schemes to promote exports of goods and services

Verification may be undertaken by:

• customs broker
• other experienced colleagues within the organisation

Documentation may be passed on to:

• colleagues for further processing
• manager for checking and verification
• customs broker
New developments in the application of GST legislation may include changes in:

- rates
- GST and customs legislation
- processes
- systems

Information on new developments in the application of GST legislation may be obtained from:

- internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in Customs, ATO and various regulatory authorities, staff in other customs broking enterprises, etc.
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Techniques to learn skills and knowledge required for new developments in the application of GST legislation may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
Documentation and records may include:

- relevant documentation and guidance materials on A New Tax System (Goods and Services Tax) Act 1999 and Customs and other legislation as they relate to the implementation of GST legislation
- ATO rulings on GST
- Insurance documents
- Shipping documents
- Commercial invoices
- Customs and related legislation and procedures as they relate to calculation of GST as part of customs broking activities
- internal documentation used for the application of GST legislation as part of customs broking activities
- codes of practice and regulations relevant to the application of GST legislation as part of customs broking activities
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- quality assurance procedures
- relevant OH&S and environmental protection regulations

Applicable legislation and regulations may include:

- Customs and related legislation
- A New Tax System (Goods and Services Tax) Act 1999 and Customs and other legislation as they relate to the implementation of tax legislation as part of customs broking activities
- trade modernisation legislation
- other taxation legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
unit

of this unit and include demonstration of:
• determining applicability of GST and other relevant taxes
• determining taxes
• documenting tax assessments

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
Plan and organise the international forwarding of freight by sea and multimodal transport

Unit Descriptor
This unit involves the skills and knowledge required to plan and organise international forwarding of freight by sea and multimodal transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for sea and multimodal transport; advising on and organising the packaging, packing, loading, stowage and storage of the freight; and completing freight forwarding calculations required for sea and multimodal transport. It also includes assisting in the organisation of insurance for sea and multimodal freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by sea and multimodal transport; and completing documentation and records required for sea and multimodal transport. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons involved in planning and organising the international forwarding of freight by sea and multimodal transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Select routing for sea and multimodal freight transport

1.1 Requirements for international sea and multimodal freight transport services are confirmed and clarified with the customer

1.2 Critical logistics aspects of the freight transport are determined, analysed and taken into account in planning the freight forwarding solution(s)

1.3 Checks are made that all conventions for international sea and
multimodal freight transport are fulfilled

1.4 Where the freight forwarding involves special transport services, advice is sought as required from experts or specialists in the area of the special cargo or dangerous goods concerned

1.5 Suitable routing for sea or multimodal transport is selected after consideration of the options available and analysis of the risks involved

1.6 Alternative routing options are identified for possible use in the event of contingencies

2 Advise on and organise the packaging, packing, stowage and storage of freight for sea and multimodal freight transport

2.1 Suitable options are determined for the packaging, packing, stowage and storage of freight given the type of cargo, the mode of transport, the destination and the selected route(s)

2.2 Where applicable, container types suitable for sea and multimodal transport and appropriate for the freight are reviewed and appropriate options selected

2.3 The pricing of containers and other forms of freight packaging suitable for sea and multimodal transport is determined and advice provided to the customer

2.4 Advice is provided to the customer on the selection, loading and packing of suitable container types and other forms of freight packaging as applicable

2.5 Shipping documents required for the selected containers or other forms of packaging suitable for sea and multimodal freight transport are prepared as per standard procedures and regulatory requirements

2.6 Appropriate action is taken to organise and provide advice to the customer on the packaging, packing, stowage and storage of the freight for the planned forwarding project including the planning of the loading of the selected containers where applicable

3 Complete freight forwarding calculations for sea and multimodal freight transport

3.1 Calculations required in the course of planning and organising the international forwarding of freight by sea or multimodal transport are completed accurately and with the available computational aids

4 Assist in organising insurance for sea and multimodal freight transport

4.1 Risks involved in the planned sea or multimodal freight forwarding solution are identified and analysed

4.2 Transport and liability insurance requirements for the proposed forwarding solution are evaluated and considered

4.3 Assistance in selecting and organising appropriate insurance options is provided as per standard procedures and applicable regulatory requirements
5 Organise permits, authorisations etc. needed for sea and multimodal freight transport

5.1 Documentation requirements are determined for the cargo, mode(s) of transport and selected routing concerned, including permits, authorisations etc.

5.2 Documentation requirements are organised and processed as per standard procedures and applicable regulatory requirements

6 Liaise with freight forwarding global network

6.1 Appropriate liaison with agents, carriers and others in the global network and supply chain is undertaken to plan and organise the freight forwarding project

6.2 Appropriate information and communications technology systems and equipment are used when liaising with the freight forwarding global network as per standard operating procedures and regulatory requirements

7 Track and trace international cargo being forwarded by sea or multimodal freight transport

7.1 International cargo being transported by sea or multimodal freight transport is tracked and traced during a freight forwarding project using the available systems and technology

7.2 Problems with the transit of freight identified during tracking activities are evaluated and appropriate action is initiated to address the problems as per standard procedures

7.3 Advice is provided to the customer on the progress of the shipment and any action taken to address unexpected contingencies

8 Complete required documentation and records

8.1 All forms and documentation required for the planned freight forwarding project are completed as per standard operating procedures and applicable regulatory requirements

8.2 Data is retrieved from and entered into computer systems as per standard operating procedures and applicable regulatory requirements

8.3 Records of arrangements made and critical transactions are kept as per standard operating procedures and applicable regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations and conventions applicable to the planning and organising of international freight forwarding by sea or multimodal transport (including the importing, exporting and transiting of goods)

- Standard procedures, codes of practice and protocols for planning and organising international freight forwarding by sea or multimodal transport (including the importing, exporting and transiting of goods)

- Relevant OH&S and environmental procedures and regulations
• Principles of international trade and commerce
• Principles and forms of maritime and multimodal freight transport
• Definitions, purpose and uses of Incoterms and CombiTerms
• Types of cargo vessels - their applications, capacity and routes
• Major trade routes, services, conferences, ports and freight terminals as they apply to maritime and multimodal freight transport
• Maritime terminals, cargo handling and terminal equipment at major worldwide ports and freight terminals
• Cargo types, consignments and consolidations
• Containers and containerisation, including types, purposes, dimensions and specifications; loading principles and processes; load planning for containers
• Processes for the chartering of vessels - types of charter, terms and contracts
• Sources of information and documentation needed when planning and organising international freight forwarding by sea or multimodal transport, including permits and authorisations
• Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
• Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
• Typical problems that can occur when planning and organising international freight forwarding by sea or multimodal transport and related appropriate action that can be taken to prevent or solve them

**Required skills:**

• Communicate effectively with others when planning and organising international freight forwarding by sea or multimodal transport, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
• Read and interpret instructions, procedures, information and signs relevant to the planning and organising of international freight forwarding by sea or multimodal transport
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the planning and organising international freight forwarding by sea or multimodal transport including the use of calculators and data entry to a computer
• Operate information and communication technology to required protocol
• Perform required estimates and calculations of variables such as size, weight, distance, risk and costs when planning and organising international freight forwarding involving sea or multimodal transport
• Work collaboratively with others when planning and organising international freight forwarding by sea or multimodal transport
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when planning and organising international freight forwarding by sea or multimodal transport in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when planning and organising international freight forwarding by sea or multimodal transport
• Monitor work activities in terms of planned schedule and deadlines
• Apply relevant codes of practice and applicable legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Modes of international freight transport may include:
• sea transport
• transport by inland waterway
• multimodal transport

International freight forwarding includes services related to:
• the importing of goods
• the exporting of goods
• the transiting of goods

Marine vessel types may include:
• container ships
• roll-on/roll-off carriers (RO-RO)
• bulk carriers (dry cargo vessels)
• conventional ships
• tankers (crude oil, chemicals, liquefied gas, liquid foodstuffs)
• heavy lift ships (equipped with cranes and derricks)
Types of multimodal transport include:

- sea/air
- air/road (truck)
- rail/road/inland waterways-sea-rail/road inland waterways
- mini-bridge
- land bridge
- piggyback
- sea train
- rail-sea-land
- inland waterway-sea-inland waterway

Type of barges used in inland waterway carriage may include:

- motor barges
- tugged barges
- tug
- sailing barges

Pre-transport issues in the forwarding of freight by sea and multimodal transport may include:

- adequacy of insurance
- adequacy of packaging
- planning of the packing and loading of cargo into containers
- planning for security, proper stacking and stowage and handling in transit
- planning for the loading of non-containerised cargo onto a vessel (including sea, air, rail, road or other transport)

Requirements for work may include:

- international freight forwarding codes of practice, protocols and procedures
- regulations relevant to international freight forwarding
- authorities and permits relevant to international freight forwarding
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation
Parameters of freight transport services relevant to customer requirements may include:

- standard operating procedures for forwarding of various types of international freight
- type of transport modes
- transport routing
- various consignment methods
- packaging, packing, stowage and storage options including containerisation
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Advantages of multimodal transport include:

- minimises time loss at transhipment points
- may provide faster transit of goods
- reduces burden of documentation and formalities
- saves costs
- establishes only one agency to deal with
- reduces costs of exports

Scope of services performed by multimodal transport operators include:

- FCL (full container load))
- LCL (less than full container load)
- weighing and measurement of cargo
- CFS (container-freight station)
- consolidation
- booking of space
- CY (container yard)
- liaison with Customs and other relevant regulatory authorities
- assisting in organising required insurance coverage
- return of leased containers
- communication with customer and global contacts
- use of appropriate information and communication technology
Container types may include:
- general cargo containers
- thermal containers
- tank containers
- (dry) bulk containers
- flat racks/open tops (special equipment)

Types of packages used for storing and protecting cargo during transit may include:
- bags
- cartons
- thermal cartons with gel-ice
- cases
- drums
- pallets
- pallecons and other devices for carrying bulk liquids, pastes and powders

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Sources of information required to perform international freight forwarding functions may include:
- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Consultative processes may involve:
- customers
- international and domestic agents and suppliers
- relevant authorities, government departments and institutions
- representatives of transport companies
- relevant regulatory authorities and institutions
- other professional or technical staff
- management
- freight forwarding specialists
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice applicable to the international forwarding of freight
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- standard FIATA forms and documentation such as
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
- workplace operating procedures and policies
- Australian and International standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company’s quality assurance standards and procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  
  - selecting routing for sea and multimodal freight transport
  - advising on and organising the packaging, packing, stowage and storage of freight for sea and multimodal transport
  - completing freight forwarding calculations for sea and multimodal freight transport
  - assisting in the organisation of insurance for sea and multimodal freight transport
  - organising permits, authorisations etc. needed for sea and multimodal freight transport
  - liaising with the freight forwarding global network when organising sea and multimodal freight transport
  - tracking and tracing international cargo being forwarded by sea and multimodal freight transport
  - completing documentation and records required for sea and multimodal freight transport

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  
  - a range of relevant exercises, case studies
and/or other simulated practical and knowledge assessment, and/or

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

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA5060A  Plan and organise the international forwarding of freight by air transport

Unit Descriptor
This unit involves the skills and knowledge required to plan and organise international forwarding of freight by air transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for air freight transport; advising on and organising the packaging, packing, loading, stowage and storage of air freight; and completing freight forwarding calculations for air transport. It also includes assisting in the organisation of insurance for air freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by air transport; and completing documentation and records required for air freight transport. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons involved in planning and organising the international forwarding of freight by air transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Select routing for air freight transport

1.1 Requirements for international air freight transport services are confirmed and clarified with the customer

1.2 Critical logistics aspects of the freight transport are determined, analysed and are taken into account in planning the freight forwarding solution(s)

1.3 Checks are made that all conventions for international air freight transport are fulfilled

1.4 Where the freight forwarding involves special transport services, advice is sought as required from experts or
specialists in the area of the special cargo or dangerous goods concerned

1.5 Suitable routing for air freight transport is selected after consideration of the options available and analysis of the risks involved

1.6 Alternative routing options are identified for possible use in the event of contingencies

2 Advise on and organise the packaging, packing, stowage and storage of freight for air transport

2.1 Suitable options are determined for the packaging, packing, stowage and storage of freight given the type of cargo, the mode of transport, the destination and the selected route(s)

2.2 Where applicable, container types suitable for air freight transport and appropriate for the freight are reviewed and appropriate options selected

2.3 The pricing of containers and other forms of freight packaging suitable for air freight transport is determined and advice provided to the customer

2.4 Advice is provided to the customer on the selection, loading and packing of suitable container types and other forms of freight packaging as applicable

2.5 Documentation required for the selected containers or other forms of packaging suitable for air freight transport is prepared as per standard procedures and regulatory requirements

2.6 Appropriate action is taken to organise and provide advice to the customer on the packaging, packing, stowage and storage of the freight for the planned forwarding project including the planning of the loading of the selected containers where applicable

3 Complete freight forwarding calculations for air freight transport

3.1 Calculations required in the course of planning and organising the international forwarding of freight by air freight transport are completed accurately and with the available computational aids

4 Assist in organising insurance for air freight transport

4.1 Risks involved in the planned air freight forwarding solution are identified and analysed

4.2 Transport and liability insurance requirements for the proposed forwarding solution are evaluated and considered

4.3 Assistance in selecting and organising appropriate insurance options is provided as per standard procedures and applicable regulatory requirements

5 Organise permits, authorisations etc. needed for air freight

5.1 Documentation requirements are determined for the cargo, air transport and selected routing concerned, including permits, authorisations etc.
5.2 Documentation requirements are organised and processed as per standard procedures and applicable regulatory requirements.

6.1 Appropriate liaison with agents, carriers and others in the global network and supply chain is undertaken to plan and organise the freight forwarding project.

6.2 Appropriate information and communications systems and equipment are used when liaising with the freight forwarding global network as per standard operating procedures and regulatory requirements.

7.1 International cargo being transported by air freight transport is tracked and traced during a freight forwarding project using the available systems and technology.

7.2 Problems with the transit of freight identified during tracking activities are evaluated and appropriate action is initiated to address the problems as per standard procedures.

7.3 Advice is provided to the customer on the progress of the international air freight transport project and any action taken to address unexpected contingencies.

8.1 Forms and documentation required for the planned freight forwarding project are completed as per standard operating procedures and applicable regulatory requirements.

8.2 Data is retrieved from and entered into computer systems as per standard operating procedures and applicable regulatory requirements.

8.3 Records of arrangements made and critical transactions are kept as per standard operating procedures and applicable regulatory requirements.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international regulations and conventions applicable to the planning and organising of international freight forwarding by air transport (including the importing, exporting and transiting of goods)
- Standard procedures, codes of practice and protocols for planning and organising international freight forwarding by air transport (including the importing, exporting and transiting of goods)
- Relevant OH&S and environmental procedures and regulations
- Principles of international trade and commerce
- Principles and forms of air freight transport
- Definitions, purpose and use of Incoterms and Combiters.
• Types of aircraft - their applications, capacity and routes
• Major air routes, services, conferences, airports and freight terminals as they apply to air freight transport
• Airports, cargo handling and terminal equipment at major worldwide airports and freight terminals
• Cargo types, consignments and consolidations
• Aircraft containers and containerisation, including types, purposes, dimensions and specifications; loading principles and processes; load planning for containers
• Processes for the chartering of aircraft - types of charter, terms and contracts
• Sources of information and documentation needed when planning and organising international freight forwarding by air transport, including permits and authorisations
• Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
• Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
• Typical problems that can occur when planning and organising international freight forwarding by air transport and related appropriate action that can be taken to prevent or solve them

Required skills:
• Communicate effectively with others when planning and organising international freight forwarding by air transport, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
• Read and interpret instructions, procedures, information and signs relevant to the planning and organising of international freight forwarding by air transport
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the planning and organising international freight forwarding by air transport including the use of calculators and data entry to a computer
• Operate information and communication technology systems to required protocol
• Perform required estimates and calculations of variables such as size, weight, distance, risk and costs when planning and organising international freight forwarding involving air transport
• Work collaboratively with others when planning and organising international freight forwarding by air transport
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when planning and organising international freight forwarding by air transport in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when planning and organising international freight forwarding by air transport
- Monitor work activities in terms of planned schedule and deadlines
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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

**Mode of international freight transport is:**
- air transport

**International freight forwarding includes services related to:**
- the importing of goods
- the exporting of goods
- the transiting of goods

**Major aircraft types used for international freight transport may include but are not limited to:**
- Airbus A320
- Airbus A321
- Airbus A330
- Airbus A340
- Boeing B747
- Boeing B757-200F
- Boeing B767
- Boeing B767-200
- Boeing B767-300
- Boeing B777
- Boeing B777-200
- Boeing B777-300

**Pre-transport issues in the forwarding of freight by air transport may include:**
- confirmation that the cargo fulfils air cargo security requirements
- adequacy of insurance
- adequacy of packaging
- planning of the packing and loading of cargo into aircraft containers
- planning for security, proper stacking and stowage and handling in transit
- planning for clearance, delivery and receival during transit and at destination
Requirements for work may include:

- international freight forwarding codes of practice, protocols and procedures
- regulations relevant to the international forwarding of freight by air transport
- authorities and permits relevant to the international forwarding of freight by air transport
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation

Parameters of air freight transport services relevant to customer requirements may include:

- standard operating procedures for forwarding of various types of international freight by air
- type of air transport modes
- air transport routing
- various consignment methods for air transport
- packaging, packing, stowage and storage options for air transport, including air freight containerisation or use of unit load devices
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party
Types of aircraft containers or unit load devices (ULDs) may include but are not limited to:

- LD1 Half Size Lower Deck (Accepted by B767, B747)
- LD2 Half Size Lower Deck (Accepted by B767-200, B767-300)
- LD3 Half Size Lower Deck (Accepted by A330, A340, B757-200F, B767, B777, B747)
- LD3-45 Lower Deck (Accepted by A320, A321)
- LD3-45 Wing Pallet With Net (Accepted by A320, A321)
- LD7 Lower Pallet With Net (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747)
- LD8 Full Width Lower Deck (Accepted by B767-200, B767-300)
- LD9 Full Size Lower Deck (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747)
- LD29 Full Width Lower Deck (Accepted by B767-200, B767-300, B747)
- M1 Main Deck Pallet With Net (Accepted by B747)
- 96" Lower Deck Pallet With Net (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747)

Types of packages used for storing and protecting cargo during transit may include:

- bags and cartons
- thermal cartons with gel-ice
- cases
- drums
- pallets
- pallecons and other devices for carrying bulk liquids, pastes and powders

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- customers
- international and domestic agents and suppliers
- airline representatives
- other employees and supervisors
- relevant regulatory authorities and institutions
- management
- freight forwarding specialists
- other professional or technical staff
Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include but are not limited to:

- Australian and international conventions, codes of practice and regulations relevant to the international transfer of freight
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - a Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company’s quality assurance standards and procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - selecting routing for air freight transport
  - advising on and organising the packaging, packing, stowage and storage of freight for air transport
  - completing freight forwarding calculations for air freight transport
  - assisting in the organisation of insurance for air freight transport
  - organising permits, authorisations etc. needed for air freight transport
  - liaising with the freight forwarding global network when organising air freight transport
  - tracking and tracing international cargo being forwarded by air transport
  - completing documentation and records required for air freight transport

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA5061A  Plan and organise the international forwarding of freight by road and rail transport

Unit Descriptor
This unit involves the skills and knowledge required to plan and organise international forwarding of freight involving road and rail transport (covering the importing, exporting and transiting of freight). This includes confirming customers' freight transport requirements; selecting routing for road and rail freight transport; advising on and organising the packaging, packing, loading, stowage and storage of road and rail freight; and completing freight forwarding calculations for road and rail transport. It also includes assisting in the organisation of insurance for road and rail freight transport; organising permits, authorisations etc.; liaising with the freight forwarding global network; tracking and tracing international cargo being forwarded by road and rail transport; and completing documentation and records required for road and rail freight transport. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons involved in planning and organising the international forwarding of freight by road and rail transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Select routing for road and rail freight transport
1.1 Requirements for international road and rail freight transport services are confirmed and clarified with the customer
1.2 Critical logistics aspects of the freight transport are determined, analysed and taken into account in planning the freight forwarding solution(s)
1.3 Checks are made that all conventions for international road and rail freight transport are fulfilled
1.4 Where the freight forwarding involves special transport services, advice is sought as required from experts or specialists in the area of the special cargo or dangerous goods concerned

1.5 Suitable routing for road and rail freight transport is selected after consideration of the options available and analysis of the risks involved

1.6 Alternative routing options are identified for possible use in the event of contingencies

2 Advise on and organise the packaging, packing, stowage and storage of freight for road and rail transport

2.1 Suitable options are determined for the packaging, packing, stowage and storage of freight given the type of cargo, the mode of transport, the destination and the selected route(s)

2.2 Where applicable, container types suitable for road and rail freight transport and appropriate for the freight are reviewed and appropriate options selected

2.3 Restrictions on the dimensions of containers for transport by road and/or rail are taken into account when selecting container types

2.4 The pricing of containers and other forms of freight packaging suitable for road and rail freight transport is determined and advice provided to the customer

2.5 Advice is provided to the customer on the selection, loading and packing of suitable container types and other forms of freight packaging as applicable

2.6 Documentation required for the selected containers or other forms of packaging suitable for road and rail freight transport is prepared as per standard procedures and regulatory requirements

2.7 Appropriate action is taken to organise and provide advice to the customer on the packaging, packing, stowage and storage of the freight for the planned forwarding project including the planning of the loading of the selected containers where applicable

3 Complete freight forwarding calculations for road and rail freight transport

3.1 Calculations required in the course of planning and organising the international forwarding of freight involving road and rail freight transport are completed accurately and with the available computational aids

4 Assist in organising insurance for road and rail freight transport

4.1 Risks involved in the planned road and rail freight forwarding solution are identified and analysed

4.2 Transport and liability insurance requirements for the proposed forwarding solution are evaluated and considered

4.3 Assistance in selecting and organising appropriate insurance options is provided as per standard procedures and applicable
5 Organise permits, authorisations etc. needed for road and rail freight transport

| 5.1 Documentation requirements are determined for the cargo, mode(s) of transport and selected routing concerned, including permits, authorisations etc. |
| 5.2 Documentation requirements are organised and processed as per standard procedures and applicable regulatory requirements |

6 Liaise with the freight forwarding global network

| 6.1 Appropriate liaison with agents, carriers and others in the global network and supply chain is conducted to plan and organise the freight forwarding project |
| 6.2 Appropriate information and communications technology systems and equipment are used when liaising with the freight forwarding global network as per standard operating procedures and regulatory requirements |

7 Track and trace international cargo being forwarded by road and rail transport

| 7.1 International cargo being transported by road or rail freight transport is tracked and traced during a freight forwarding project using the available systems and technology |
| 7.2 Problems with the transit of freight identified during tracking activities are evaluated and appropriate action is initiated to address the problems as per standard procedures |
| 7.3 Advice is provided to the customer on the progress of the international road and rail freight transport project and any action taken to address unexpected contingencies |

8 Complete required documentation and records

| 8.1 Forms and documentation required for the planned freight forwarding project are completed as per standard operating procedures and applicable regulatory requirements |
| 8.2 Data is retrieved from and entered into computer systems as per standard operating procedures and applicable regulatory requirements |
| 8.3 Records of arrangements made and critical transactions are kept as per standard operating procedures and applicable regulatory requirements |

**REQUIRED KNOWLEDGE AND SKILLS**
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Australian and international regulations and conventions applicable to the planning and organising of international freight forwarding involving road and rail transport (including the importing, exporting and transiting of goods)
• Standard procedures, codes of practice, conventions and protocols for planning and organising international freight forwarding involving road and rail transport (including the importing, exporting and transiting of goods)

• Relevant OH&S and environmental procedures and regulations

• Principles of international trade and commerce

• Principles and forms of road and rail freight transport

• Types of road vehicles, trains and rollingstock - their applications, capacity and routes

• Major road and rail routes, services, conferences, road and rail freight terminals as they apply to road and rail freight transport

• Freight handling and terminal equipment at major worldwide road and rail freight terminals

• Definitions, purpose and use of Incoterms and Combiterms

• Freight types, consignments and consolidations

• Road and rail containers and containerisation, including types, purposes, dimensions and specifications; loading principles and processes; load planning for containers

• Sources of information and documentation needed when planning and organising international freight forwarding by road and rail transport, including permits and authorisations

• Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood

• Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

• Typical problems that can occur when planning and organising international freight forwarding by road and rail transport and related appropriate action that can be taken to prevent or solve them

**Required skills:**

• Communicate effectively with others when planning and organising international freight forwarding involving road and rail transport, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)

• Read and interpret instructions, procedures, information and signs relevant to the planning and organising of international freight forwarding involving road and rail transport

• Interpret and follow operational instructions and prioritise work

• Complete documentation related to the planning and organising international freight forwarding by road and rail transport, including the use of calculators and data entry to a computer

• Operate information and communication technology to required protocol

• Perform required estimates and calculations of variables such as size, weight, distance, risk and costs when planning and organising international freight forwarding involving road and rail transport
• Work collaboratively with others when planning and organising international freight forwarding involving road and rail transport
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when planning and organising international freight forwarding involving road and rail transport in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when planning and organising international freight forwarding involving road and rail transport
• Monitor work activities in terms of planned schedule and deadlines
• Apply relevant codes of practice and applicable legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Mode of international freight transport may include:
• road transport
• rail transport
• piggyback (combined transport road-rail transport)

International freight forwarding includes services related to:
• the importing of goods
• the exporting of goods
• the transiting of goods
Trains used for international rail freight transport may include but are not limited to:

- Conventional transport by railwagons or rollingstock, involving complete wagon loads (as part loads have now nearly disappeared), including:
  - various different types of railwagons or rollingstock (railway-owned or privately-owned)
  - special railwagons or rollingstock (e.g. with changeable axles, container-carrying railwagons or rollingstock etc.)

- Combined transport by rail (road-rail transport), including:
  - piggyback (transport by rail of road semi-trailers)
  - container traffic by rail (unaccompanied combined transport)
  - swap-bodies (similar to containers)
  - Euro (pallet wide) containers

Road vehicles used for international freight transport may include but are not limited to:

- vans and light rigid vehicles of varying length, width, height, loading and total weight
- rigid trucks of varying length, width, height, loading and total weight
- semitrailers and multi-combination vehicles of varying length, width, height, loading and total weight
- vehicles capable of participating in combined freight movements such as road/rail, road/ferryboat, roll-on/roll-off vessels
- vehicles capable of carrying special loads such as perishable goods, liquids, gases and heavy-lift cargo
- vehicles with swap-bodies (similar to containers)

Pre-transport issues in the forwarding of freight by road and rail transport may include:

- adequacy of insurance
- adequacy of packaging
- planning of the packing and loading of cargo into containers
- planning for security, proper stacking and stowage and handling in transit
- planning for clearance, delivery and receival during transit and at destination
Requirements for work may include:

- international freight forwarding codes of practice, protocols and procedures
- regulations relevant to the international forwarding of freight by road and rail transport
- authorities and permits relevant to the international forwarding of freight by road and rail transport
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation

Parameters of road and rail freight transport services relevant to customer requirements may include:

- standard operating procedures for forwarding of various types of international freight by road and rail
- type of transport modes
- road and rail transport routing
- various consignment methods for road and rail transport
- packaging, packing, stowage and storage options for road and rail transport, including road and rail freight containerisation or use of unit load devices
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Types of containers used in road and rail transport may include but are not limited to:

- box (dry van)
- open top
- open side
- bulk
- tanks
- reefer
- platform
- flat
### Types of packages used for storing and protecting cargo during transit may include:

- bags
- cartons
- thermal cartons with gel-ice
- cases
- drums
- pallets
- pallecons and other devices for carrying bulk liquids, pastes and powders

### Consultative processes may involve:

- customers
- international and domestic agents and suppliers
- railway or road transport company representatives
- relevant regulatory authorities and institutions
- other employees and supervisors
- management
- freight forwarding specialists
- other professional or technical staff

### Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

### Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

### Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include but are not limited to:

- Australian and international regulations and codes of practice for the international forwarding of freight by road and rail
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- standard FIATA forms and documentation such as:
  - Waybill for inland transportation
  - Waybill for cross border traffics
  - International Customs Transit Document (e.g. carnet TIR)
  - a Truck Bill of Lading
  - a Rail Bill of Lading
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a House Bill of Lading (HBL)
  - Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company’s quality assurance standards and procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations
- Conventions and codes of practice for the international forwarding of freight
- Relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- Relevant regulations pertaining to international trading and financial transactions
- Relevant Australian and international transport security and safety legislation
- Relevant Australian and international environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - Selecting routing for road and rail freight transport
  - Advising on and organising the packaging, packing, stowage and storage of freight for road and rail transport
  - Completing freight forwarding calculations for road and rail freight transport
  - Assisting in the organisation of insurance for road and rail freight transport
  - Organising permits, authorisations etc. needed for road and rail freight transport
  - Liaising with the freight forwarding global network when organising road and rail freight transport
  - Tracking and tracing international cargo being forwarded by road and rail transport
  - Completing documentation and records required for road and rail freight transport

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant
operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA507C  Check and evaluate records and documentation

Unit Descriptor
This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements including checking documentation and analysing and evaluating records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning the documentation requirements for the local and international transport of cargo and containers.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the checking and evaluation of documentation for the local and international transport of cargo and containers as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Check documentation

1.1 Documentation is checked to ensure its compliance with regulatory and workplace requirements

1.2 Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlines

1.3 Use of systems for the maintenance of records complies with regulatory and workplace requirements

2 Analyse and evaluate records

2.1 Records are analysed to identify unexpected deviations from plans or possible future problems with plant and equipment

2.2 Advice is provided to appropriate personnel when problems are identified

2.3 Security of records and documentation is maintained at all times with access being granted to authorised personnel in accordance with workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers
- Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation
- Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems
- Types of cargo, containers and transport modes and the documentation requirements for each
- Site layout, loading/unloading plans and sequence sheets
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:
- Communicate effectively with others when checking and evaluating transport documentation
- Read and interpret instructions, procedures and labels relevant to checking and evaluating transport documentation
- Receive, acknowledge and send messages with available communications equipment
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Work collaboratively with others when checking and evaluating transport documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when checking and evaluating transport documentation in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers
RANGE STATEMENT

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

Work may be conducted in:
- a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- office environments

Cargo/freight may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personnel in work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the documentation requirements for the local and/or international transport of cargo and containers
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIA5107C  Carry out quarantine procedures

**Unit Descriptor**

This unit involves the skills and knowledge required by an Accredited Person to carry out the requirements of the quarantine Co-Regulation Schemes in accordance with Australian Quarantine Inspection Service (AQIS) regulatory and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

This unit applies to individuals working as an Accredited Person in accordance with the relevant AQIS accreditation and business Compliance Agreement for commodity and non-commodity Co-Regulation Schemes. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

**Competency Field**

A – Handling Cargo/Stock

---

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
<tr>
<td><strong>1 Confirm AQIS accreditation status for clearance</strong></td>
<td></td>
</tr>
<tr>
<td>1.1 Appropriate checks are made to assess if the business has a valid Compliance Agreement with AQIS for the relevant Co-Regulation Scheme</td>
<td></td>
</tr>
<tr>
<td>1.2 Ensure information is conveyed to AQIS by answering a question on this matter as appropriate at the time of lodgement of the import declaration</td>
<td></td>
</tr>
<tr>
<td><strong>2 Assess a packing declaration</strong></td>
<td></td>
</tr>
<tr>
<td>2.1 Packing declaration is checked to confirm whether or not it contains acceptable straw, timber and bark declarations in accordance with the relevant Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document</td>
<td></td>
</tr>
<tr>
<td>2.2 Packing declaration is checked to confirm that all other critical information is present as detailed in the relevant Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document</td>
<td></td>
</tr>
<tr>
<td>2.3 If the packing declaration is unacceptable or if required information is missing, it is declared to AQIS at the time of lodgement of the import declaration</td>
<td></td>
</tr>
</tbody>
</table>
| 3 Assess a treatment certificate | 3.1 Treatment certificate is checked to confirm whether or not the treatment provider is acceptable to AQIS  
3.2 Treatment certificate is checked to confirm that all critical fields are present, correct and legible as detailed in the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document  
3.3 Treatment certificate is checked to confirm that this treatment, dosage and duration is acceptable and in accordance with the requirements of the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document |
|--------------------------------|-------------------------------------------------------------------------------------------------------------|
| 4 Convert quantities detailed in treatment certificates | 4.1 Quantities of fumigants stated in a treatment certificate as being used to treat a given volume of material are checked against AQIS requirements  
4.2 Where necessary, required conversions are carried out to ensure that the quantity of fumigant and volume of material are at the correct dosage |
| 5 Check and confirm unpack destination for FCL/X consignments | 5.1 The unpack postcode for FCL consignments is determined as metropolitan, rural or semi-rural in accordance with the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document  
5.2 If a FCL or FCX consignment is to be unpacked at a rural or semi-rural address as identified by the postcode and the AQIS Containerised Cargo Clearance Resources Document, it is declared to AQIS at the time of lodgement of the import declaration |
| 6 Confirm that all non-commodity documentation is valid linked and meets AQIS requirements | 6.1 Information contained in packing declarations and treatment certificate is verified as containing a linking consignment identifier or numerical link to the shipment in accordance with the Scheme's Processes and Outcomes Document and the Containerised Cargo Clearance Resources Document |
| 7 Confirm that all commodity documentation is valid and meets AQIS requirements | 7.1 Determine information and documentation required for assessment in accordance with the Scheme's Processes and Outcomes Document  
7.2 Assess documentation to determine if the commodity is in scope as required by the Scheme's Processes and Outcomes Document  
7.3 Ensure documentation contains linkage to the consignment as required by the Scheme's Processes and Outcomes Document  
7.4 Assess documentation in accordance with the requirements of the Scheme's Processes and Outcomes Document |
8 Enter required Processing Types and Automatic Entry Processing (AEP) codes

8.1 Determine the AQIS Processing Type and enter it into the AQIS Processing Type field in the Joint Entry Management Computer System (JEMS) in accordance with the Processes and Outcomes Document for each of the relevant Co-Regulation Schemes.

8.2 Determine the Quarantine Approved Premise where the activity is to take place in accordance with the Processes and Outcomes Document for EACH of the relevant Co-Regulation Schemes. The QAP Code is entered into the QAP Field on the Joint Entry Management Computer System (JEMS) in accordance with the Processes and Outcomes Document for each of the relevant Co-Regulation Schemes.

9 Ensure that all documentation and records are completed and correctly retained

9.1 All principal documentation and records of cleared imports including all relevant shipping documents, packing declarations, bills of lading, etc. are maintained in accordance with AQIS Co-Regulation Scheme requirements.

9.2 Clients are advised that AQIS may call up this documentation during any audit.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Proficiency in the requirements of the AQIS Co-Regulation Schemes
- Australian and international legislation, codes and regulations relevant to non-commodity quarantine freight clearance operations
- Relevant OH&S and environmental protection procedures and guidelines
- AQIS and workplace procedures and policies for non-commodity quarantine freight clearance operations
- Focus of operation of work systems, equipment, management and site operating systems for non-commodity quarantine freight clearance operations
- Typical problems that may occur during non-commodity quarantine freight clearance and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of non-commodity quarantine freight clearance practices
- Sources of information on new developments in non-commodity quarantine freight clearance procedures
- Techniques to learn the skills and knowledge required for new developments in non-commodity quarantine freight clearance procedures
- Documentation and record requirements for non-commodity quarantine freight clearance operations

Required skills:

- Negotiate, communicate and liaise effectively with clients and others
• Read and interpret instructions, procedures and information relevant to non-commodity quarantine freight clearance procedures
• Select and use relevant computer/communication/office equipment when carrying out non-commodity quarantine freight clearance operations
• Complete documentation related to work activities
• Work collaboratively as part of a freight clearance team
• Plan and organise work activities when carrying out non-commodity quarantine freight clearance procedures
• Identify, interpret and learn skills and knowledge required for relevant new developments in non-commodity quarantine freight clearance services
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Solve problems that may arise when carrying out non-commodity quarantine freight clearance operations
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Monitor work activities in terms of planned schedule
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

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

An Accredited Person is a person who is:

- accredited under the relevant AQIS Co-Regulation Scheme: who has successfully completed the AQIS approved training course fulfilled accreditation requirements. In order to perform tasks under the Co-Regulations Scheme, an Accredited Person must also operate in a business that is a signatory to an existing Compliance Agreement with AQIS

The AQIS Co-Regulation Schemes are:

- a scheme developed to allow business entities to subscribe to a Compliance Agreement with AQIS, and for the business's Accredited Persons to assess commodity and non-commodity documentation on behalf of AQIS, in order to facilitate the quarantine clearance of freight
Information on relevant aspects of commodity and non-commodity freight clearance practices may include:

- AQIS Containerised Cargo Document for each Co-Regulation Scheme
- Processes and Outcomes Document for each Co-Regulation Scheme
- commodity requirements and treatment
- AQIS AEP system and related procedure statements and codes
- the legislation and procedures relating to the non-commodity quarantine clearance of freight
- ICON an AQIS online database

The term 'straw' may include:

- straw
- cereal
- rice hulls
- and other unprocessed plant materials

The term 'timber' may include:

- crates
- cases
- dunnage
- pallets
- skids
- any other timber used as a shipping aid

The term 'bark' is defined as:

- the external natural layer covering trees and branches. This material is distinct and separable from processed timber

Quarantine non-commodity clearance documentation may include:

- packing declarations
- treatment certificates
- shipping documents
- bills of lading
- commercial invoices
- physio sanitary certificates

Unpacking destinations may include:

- metropolitan destinations
- fringe rural destinations
- rural destinations

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Communication in the work area may include:

- phone
- ICS direct or via proprietary software to ICS
- AQIS Import Management System (AIMS)
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- clients
- AQIS officers
- management and union representatives

Documentation and records may include:

- the AQIS Containerised Cargo Clearance Document
- Enterprise Compliance Agreement with AQIS
- AQIS Operational Procedure Statements for the Automatic Entry Processing for FCL Scheme
- packing declarations
- treatment certificates
- shipping documents
- bills of lading
- commercial invoices
- physio sanitary certificates
- goods identification numbers and codes, manifests, delivery notes, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for non-commodity quarantine clearance activities
- Australian and international regulations and codes of practice for non-commodity quarantine freight clearance operation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- AQIS and client instructions
- quality assurance procedures
- emergency procedures
Applicable legislation and regulations may include:

- Quarantine Act 1908 and Regulations
- codes of practice of the Customs Brokers and Forwarders Council of Australia
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and interpreting the quarantine Co-Regulation Schemes
  - confirming accreditation status for container clearance
  - assessing a packing declaration
  - assessing a treatment certificate
  - converting quantities detailed in treatment certificates
  - identifying that all relevant documentation is valid and meets all requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA5207C  Carry out customs clearance practices

Unit Descriptor
This unit involves the skills and knowledge required to carry out customs clearance practices in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs related legislation and workplace requirements concerning customs clearance practices. Work is undertaken in a range of environments, including small to large worksites in the custom broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Determine the appropriate terms of trade of a consignment
   1.1 Determination is made of the correct terms of trade

2 Interpret the rules of origin for preference claim goods within the Customs Act 1901 and Custom Tariff Act 1995
   2.1 Schedule 1 of the Customs Tariff Act 1995 is consulted
   2.2 Determination is made as to whether goods are the produce or manufacture of a preference country in accordance with the Customs Act 1901 and Customs Tariff Act 1995
   2.3 Determination is made as to whether the goods qualify for preferential treatment under free trade agreements or other preferential trade agreements
   2.4 Determination is made as to whether direct shipment requirements in the Customs Act 1901 have been met

3 Interpret concessional rates of duty in Schedule 4 to the Customs Tariff Act 1995
   3.1 The relevant tariff concession order is interpreted
   3.2 The relevant by-law is interpreted
   3.3 The correct treatment code or reference code for concessional entry of goods is applied

4 Interpret special provisions relating to anti-dumping
   4.1 Determination is made as to whether interim dumping duty applies to the goods
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
</table>
| **measures within the Customs Act 1901 and the Customs Tariff (Anti-Dumping) Act 1995 and related legislation** | 4.2 Determination is made as to whether interim countervailing duty applies to the goods  
4.3 Determination is made as to whether dumping duty applies to the goods  
4.4 Determination is made as to whether countervailing duty applies to the goods  
4.5 Interim dumping duty security amount is calculated  
4.6 Interim or dumping duty payable is calculated  
4.7 Accuracy of the duty calculation is verified |
| **5 Interpret industry assistance provisions** | 5.1 Duty concession AusIndustry assistance schemes are applied to the goods  
5.2 Determination is made as to whether the goods comply with the requirements of the scheme(s) |
| **6 Apply the relevant rate of duty to the goods** | 6.1 The importer and seller are identified  
6.2 The relevant contract and commercial invoice are identified  
6.3 The terms of trade relevant to the contract are identified  
6.4 Situations where there is insufficient reliable information are identified |
| **7 Determine availability of customs duty refunds, rebates and remissions** | 7.1 The documents are examined for completeness  
7.2 The circumstance giving rise to the refund, rebate or remission opportunity is identified  
7.3 The relevant Customs Regulation and reason code is determined  
7.4 The time frames within which refunds are available is determined in accordance with the regulations  
7.5 The refund application or Version 2 of the import declaration is prepared |
| **8 Interpret and apply the Security and Temporary Import Provisions of Customs legislation** | 8.1 The transaction giving rise to the Temporary Import and/or Security undertaking is established as conforming to the requirements of the Customs Act 1901 and Regulations  
8.2 Application forms are completed and lodged in accordance with Customs Regulations |
| **9 Calculate and advise on drawback claims and advise on TRADEX procedures** | 9.1 Receive import and export documents sufficient to prepare claim  
9.2 Determine that the claim is made within prescribed time frames  
9.3 Drawback claim is prepared and calculated in accordance with a Customs approved method  
9.4 Situations suitable for TRADEX registration are identified |
10 Apply dispute resolution procedures

10.1 Customs internal appeal procedures are exhausted
10.2 The circumstance giving rise to the dispute is identified in accordance with the Customs Act 1901
10.3 Any Customs demands are identified within the legislation
10.4 Requirements for payment under protest are determined
10.5 Time frames within which action must commence are determined
10.6 Requirements for the referral to a court of Competent Jurisdiction are determined
10.7 Provisions relating to forfeiture, seizure and condemnation of goods are reviewed

11 Determine the situations under which Customs may impose penalties

11.1 Determine the offence that has been committed
11.2 Determine if it is a strict liability offence
11.3 Determine appropriate time frames within which penalties may apply and demand may be made

12 Calculate FOB value, applying currency conversion and factorisation principles

12.1 The components that constitute the price paid or payable are identified
12.2 Terms of trade relevant to the invoice are identified
12.3 Currency used is identified
12.4 Adjustments are identified
12.5 Additions and subtractions to price are made
12.6 Costs against goods are apportioned using factorisation
12.7 Applicable rate of exchange is applied
12.8 FOB value field on entry/declaration is completed
12.9 Calculations are checked for accuracy and verified as required
12.10 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
12.11 Relevant documentation is passed on to the client

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant sections of customs and related legislation, regulations and codes of practice relevant to customs clearance operations
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for customs clearance operations
• Focus of operation of work systems, equipment, management and site operating systems required for customs clearance operations
• Documentation requirements for customs clearance practices
• Requirements for completing relevant documentation
• Routine issues that may occur during customs clearance and appropriate action that can be taken to deal with the issues
• Sources of information on new developments in customs clearance practices
• Ways of learning the skills and knowledge required for new developments in customs clearance practices
• Steps involved in planning the work activities
• Procedures for managing and controlling hazardous situations when carrying out work activities

**Required skills:**

• Negotiate, communicate and liaise effectively with customers and others
• Read and interpret instructions, procedures and information relevant to customs clearance practices
• Interpret and follow operational instructions and prioritise work
• Plan and organise work activities when carrying out customs clearance practices
• Complete documentation related to work activities
• Select and use relevant computer/communication/office equipment when carrying out customs clearance practices
• Work collaboratively as part of a customs broking team
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Deal with routine issues that may arise when carrying out customs clearance practices
• Identify, interpret and learn skills and knowledge required for relevant new developments in customs clearance practices
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT

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

Information on relevant aspects of customs clearance practices may include:

- the structure and application of anti-dumping laws in Australia
- differences between the Tariff Concession and By-law and other industry assistance initiatives
- the use of the Penalties and Infringement Notice Scheme
- the various forms and functions of securities and temporary importations
- recovery of shortpaid duties
- the procedures for 'Payments Under Protest'
- Customs Act 1901 and regulations as they relate to refunds, remissions and drawbacks
- 'Seizure', 'Forfeiture and 'Condemnation' as it relates to customs clearance practices
- requirements for preferential treatment of goods under free trade agreements and other preferential trade agreements

Assistance schemes include:

- Tradex Scheme which provides for an upfront exemption from customs duty and taxes on imported goods intended for re-export or to be used as inputs to exports
- Enhanced Project By-law Scheme (EPBS) provides duty concessions on eligible goods used in major projects

Tariff concession order refers to:

- Part 1 of the Schedule of Concessional Instruments published by the Australian Customs which lists goods covered by item 50 of Schedule 4

By-law refers to:

- instruments issued to the 4th Schedule to the Customs Tariff Act 1995 items as published by the Australian Customs

Interim dumping, dumping and countervailing duty:

- have the meanings contained in Section 269T (Definitions) of the Customs Act 1901

Interim duty security amount may include:

- any duty collected under Section 42 of the Customs legislation on any duty payable under the Customs Tariff (Anti-Dumping) Act 1995

Other concessional schemes may include:

- Automotive Competitiveness and Investment Scheme (ACIS)
- Quota
New developments in border clearance operations may include:

- regulations
- processes
- systems
- technology
- types and packaging of goods

Information on new developments in border clearance operations may be obtained from:

- internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc.
- external networks
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Ways of learning skills and knowledge required for new developments in border clearance operations may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- clients
- agents
- relevant authorities and institutions
- management representatives
Documentation and records may include:
- Customs and related legislation
- other regulatory requirements pertaining to customs clearance functions
- relevant sections of the Australian Customs Manual
- dumping commodities register
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for customs clearance functions
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable legislation and regulations may include:
- Customs and related legislation pertaining to customs clearance functions
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

EVIDENCE GUIDE

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - selecting and using the technology required to carry out customs clearance practices
  - determining and identifying offences and applicable time frames
  - applying procedures for compliance with
Customs and related legislation
- Conducting calculations and appropriate adjustments undertaken as part of routine customs clearance operations
- Recognising and dealing with routine issues that may arise during customs clearance operations

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and/or equipment, and/or
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through appropriately simulated activities at the registered training organisation, and/or
  - In an appropriate range of situations in the workplace
TLIA5307C  Carry out customs valuation

Unit Descriptor
This unit involves the skills and knowledge required to carry out customs valuation in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning customs valuation functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international trade industries. Work at this level requires some supervision, generally within a team environment.

This unit is normally packaged at AQF III or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Apply the relevant valuation method
1.1 Situations where the transaction value method applies are recognised
1.2 Situations where alternate methods of valuation apply are recognised
1.3 Situations where there is insufficient reliable information are identified
1.4 Alternate valuation methods are identified as required by the Customs Act and related legislation

2 Identify the import sales transaction contract for customs valuation purposes
2.1 Importer and seller are identified
2.2 Relevant contract or contracts are identified
2.3 Terms of trade relevant to the contract are identified

3 Determine the price and elements of adjusted price
3.1 Components that constitute the price paid or payable are identified
3.2 The correct adjusted price deductions to be made taking into account relevant legislation and the terms of the relevant import sales transaction are determined

4 Determine Price Related Costs
4.1 Determination to related costs additions to be made taking into account relevant legislation and the terms of the relevant import sales transaction are determined
5 Calculate customs value

5.1 The date and place of export are determined in accordance with the Customs Act 1901
5.2 Valuation elements against imported goods using factorisation are apportioned
5.3 Transaction value is calculated by applying applicable rate of exchange
5.4 The requirement for a valuation advice is identified

6 Record valuation information on customs entry/declaration in accordance with legislative requirements

6.1 Valuation related fields on a customs declaration are identified
6.2 Valuation information is entered correctly on customs declaration
6.3 Calculations are checked for accuracy and verified as required
6.4 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
6.5 Post entry advice to the client is initiated where required
6.6 Relevant documentation is passed on to the client

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Customs and related legislation relevant to the determination of a customs valuation
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of a customs valuation
- Focus of operation of work systems, equipment, management and site operating systems needed for customs valuation processes
- Problems that may occur when carrying out customs valuations and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of basic customs valuations
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Sources of information on new developments in custom valuation practices
- Ways of learning the skills and knowledge required for new developments in customs valuation practices
- Cultural differences amongst customers, internal and external contacts and within the operational team and their implications when carrying out customs valuations
- Documentation requirements for customs valuations
- Penalties and the infringement notice scheme as it applies to goods incorrectly valued
- Steps involved in planning the work activities

Required skills:
• Negotiate, communicate and liaise effectively with clients and others
• Read and interpret instructions, procedures and information relevant to the determination of customs valuations
• Identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices
• Plan and organise work activities
• Complete documentation related to work activities
• Select and use relevant computer/communication/office equipment when carrying out customs valuations
• Enter information using appropriate technology when carrying out customs valuations
• Work collaboratively as part of an operational team
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Solve problems that may arise when determining customs valuations
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Information on the determination of relevant aspects of customs valuations may include:

• the principles, theories and history of the Australian valuation system with regard to the WTO valuation agreement and Customs and related legislation
• Customs Act 1901 and the Customs Regulations
• Transaction Value including:
  o import sales transaction
  o price
  o adjusted price
  o price related costs
  o production assists
  o royalties and licence fees/commissions
  o value on related amounts
  o related parties
  o rebates
  o arms length transactions
  o contract of sale
Alternate valuation methods may include:
- identical goods valuation
- similar goods valuation
- deductive goods method
- computed value method
- fall back method

INCOTERMS 2000 are:
- the ICC Official Rules for the Interpretation of Trade
  Terms, International Chamber of Commerce, 1999

Adjusted price may include:
- deductible financing costs
- post importation costs
- Australian inland freight and insurance
- deductible administrative costs
- overseas freight and insurance

Price related costs may include:
- production assist costs
- packing costs
- foreign inland freight and foreign inland insurance
- commissions
- royalties and licence fees
- proceeds of resale

Factorisation means:
- the apportionment of costs over a line value (each line of
  the invoice for which there is a separate classification)

Valuation Advice means:
- the completion and lodgement of request for official
  Valuation Advice with the Australian Customs Service

Post entry Valuation Advice may include:
- advising the client what options are available if there is
  disagreement with the customs value

Verification may include:
- other colleagues within the enterprise
- customs brokers

New developments in customs valuation practices including changes in:
- technology
- products
- regulations
- legislation
- processes
- systems
Information on new developments in customs valuation practices may be obtained from:

- internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: airline, shipping, road transport and storage, personnel, staff in bond stores; staff in various regulatory authorities; and equipment and systems suppliers
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs
- external training programs
- internal training programs

Ways of learning skills and knowledge required for new developments in customs valuation practices may include:

- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
Documentation and records may include:

- Customs Act 1901 and related legislation
- World Trade Organisation Valuation Agreement
- Australian Customs Manual on Valuation and Preference
- Integrated Cargo System (ICS) user manuals
- goods identification numbers and codes
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for customs valuation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable rules, legislation and regulations may include:

- Customs Act 1901 and related legislation
- World Trade Organisation Valuation Agreement
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the relevant valuation method
  - identifying the contract for customs
valuation purposes
  ○ determining the price and elements of adjusted price
  ○ identifying elements of price related costs
  ○ calculating customs value
  ○ recording valuation information on customs entry/declaration
  ○ selecting and using the technology required to conduct customs valuations

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA5407C  Classify commodities for the import and export of goods through customs

Unit Descriptor
This unit involves the skills and knowledge required to classify commodities for the import and export of goods through customs in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the Customs Tariff Act 1995 and related legislation and workplace requirements concerning customs commodity classification functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level requires some supervision, generally within a team environment.

This unit is normally packaged at AQF III or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Locate resources necessary for classification of goods
1.1 Determine and obtain resources and documentation sufficient to classify goods

2 Apply identification principles to goods
2.1 Goods are identified in accordance with classification principles
2.2 Alternative classifications are checked as required
2.3 Assistance is sought as required
2.4 Section and Chapter Notes are consulted

3 Select and justify heading (4 figure)
3.1 The principles of statutory construction in the context of particular tariff headings and words are applied
3.2 Heading and Notes are interpreted in hierarchical order
3.3 Rejection of alternate headings are justified
3.4 Pre or post classification potential areas of dispute are identified

4 Locate and justify a sub-heading (6 or 8 figure)
4.1 The requirement for a tariff classification advice is identified
4.2 Sub-heading Notes are interpreted in hierarchical order
4.3 The dash system is applied to the classification
4.4 The correct statistical code is identified

5 Utilise classification tools as directed

5.1 Resources are utilised to assist in classification of goods
5.2 Client is consulted to obtain further details of characteristics of goods to be classified as required
5.3 Assistance is sought as required
5.4 A preliminary classification of goods is made
5.5 Preliminary classification is checked with manager, supervisor or more senior personnel prior to customs import being completed

6 Complete post classification requirements in accordance with legislative requirements

6.1 Tariff classification advice request is prepared in response to identified problems
6.2 Classification is entered correctly on the customs entry/declaration in accordance with the requirements of Customs and related legislation and workplace procedures
6.3 Completed documentation is retained by relevant personnel in accordance with the requirements of Customs and related legislation and workplace procedures
6.4 Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of Customs and related legislation and workplace procedures
6.5 Post entry classification advice to the client is initiated where required

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Customs and related legislation relevant to the classification of commodities for the import and export of goods through customs
- Relevant OH&S and environmental protection procedures and guidelines
- Customs and workplace procedures and policies for the classification of commodities for the import and export of goods through customs
- Focus of operation of work systems, equipment, management and site operating systems for the classification of commodities for the import and export of goods through customs
- Problems that may occur when classifying commodities for the import and export of goods through customs and appropriate action that can be taken to resolve the problems
- Information on relevant aspects of the classification of commodities for the import and export of goods through customs
- Types of goods and related classification and documentation requirements
- Sources of information on new developments in the classification of commodities for the import and export of goods through customs
• Ways of learning the skills and knowledge required for new developments in the classification of commodities for the import and export of goods through customs
• Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services
• Documentation and recording requirements for the classification of commodities for the import and export of goods through customs
• Steps involved in planning the work activities

**Required skills:**
• Communicate effectively with others when classifying commodities for the import and export of goods through customs
• Locate, read and interpret instructions, procedures and information relevant to the classification of commodities for the import and export of goods through customs
• Plan and organise work activities when classifying commodities for the import and export of goods through customs
• Select and use relevant computer/communication/office equipment when classifying commodities for the import and export of goods through customs
• Enter information using appropriate technology
• Work collaboratively as part of an operational team
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Solve problems that may arise when classifying commodities for the import and export of goods through customs
• Take responsibility for classifying commodities for the import and export of goods through customs
• Identify, interpret and learn skills and knowledge required for relevant new developments in the classification of commodities for the import and export of goods through customs
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Locate the resources necessary for the classification of goods
• Record work outcomes
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of the classification of commodities for the import and export of goods through customs may include:

- the reasons for the Customs Tariff Act 1995 and for the imposition of duty on imported goods
- the content of the Customs Tariff Act 1995 and the various sections within the Act as they relate to the classification of commodities for the import and export of goods through customs
- the schedules of the tariff and comparisons between the sub-heading structures at various levels in order to arrive at correct classification and duty rates
- the Rules for the Interpretation of the Harmonized System and the Australian Customs Tariff Act 1995
- comparisons and differences between the various rules for tariff classification purposes
- the principles of classification in the identification of goods for tariff purposes and their application to the classification of commodities for the import and export of goods through customs
- the legal notes to the tariff and the context of each note and the application of this context to the classification of commodities for the import and export of goods through customs
- the applications of the various aids available to the classification process

Where goods for classification are not available, sample of goods may be in the form of:

- photographic (still, video or electronically transmitted image)
- a written description including technical drawings

Resources to classify goods includes:

- Australian Harmonized Export Classification Book (ISBN 0 642 4772 3)
- the combined Customs Tariff Act 1995
- precedents database
- dictionaries
- trade or technical publications
- Harmonized System Explanatory Notes (HSEN)

Examples of previous related classifications include:

- candidate's and colleagues' previous classifications
- examples from texts and reference materials

Client consultation may be required where:

- characteristics of goods cannot be determined from available information or require clarification in relation to use, function, context (as a component of another item)
Assistance may include:

- advice from supervisor or manager, more experienced colleagues, customs brokers, training staff, technical experts
- using reference material within organisation, training providers, professional libraries, trade journals
- consulting technical experts in the industry, professional association or a training provider

New developments in the classification of commodities may relate to changes in:

- technology
- regulations
- processes
- systems

Information on new developments in the classification of commodities for the import and export of goods may be obtained from:

- internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in various regulatory authorities
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Ways of learning skills and knowledge required for new developments in the classification of commodities for the import and export of goods may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Consultative processes may involve:

- other employees and supervisors
- personnel in relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- Customs and related legislation
- dictionaries
- trade or technical publications
- Harmonized System Explanatory Notes (HSEN)
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for relevant equipment
- workplace procedures and policies
- supplier and/or client instructions
- quality assurance procedures
- extrinsic material (as defined in the Acts Interpretation Act)

Applicable legislation and regulations may include:

- Customs and related legislation
- other legislation related to importing and exporting of goods
- export/import/quarantine/bond requirements
- relevant state/territory OH&S and environmental protection legislation
- Australian Harmonized Export Classification Book
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- Customs Tariff Act 1995

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
o locating resources necessary for the classification of commodities for the import and export of goods
o utilising classification tools as directed
o selecting and using the technology required to classify commodities for the import and export of goods
o completing classification in accordance with legislation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIA5507C  Classify complex commodities for the import and export of goods through customs

Unit Descriptor
This unit involves the skills and knowledge required to classify complex commodities for the import and export of goods in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs Tariff Act 1995 and related legislation and workplace requirements concerning customs commodity classification functions. Work is undertaken in a range of environments including small to large worksites in the custom broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Apply identification principles to goods
1.1 Objective and analytical classification principles are applied
1.2 Research resources are accessed to classify goods
1.3 Precedents are considered
1.4 Assistance is sought as required
1.5 Administration Appeals Tribunal (AAT) decisions and court cases are considered
1.6 Product knowledge research is undertaken

2 Select tariff headings for consideration (4 figure)
2.1 The principles of statutory construction in the context of particular tariff headings and words are applied
2.2 Relevant precedents are applied when classifying commodities
2.3 Aids to interpretation of the tariff are used where applicable
2.4 Alternate headings are considered as appropriate
2.5 Pre or post classification potential areas of dispute are identified

3 Select tariff sub-heading (6 or 8 figure)
3.1 AAT decisions, court cases and other precedents on tariff classification are interpreted and applied
3.2 Sub-heading notes are reviewed in hierarchical order
3.3 The dash system is applied to the classification
3.4 The correct statistical code is identified

4 Interpret and apply Section and Chapter Notes
4.1 Tariff classification is determined
4.2 Rejection of alternate headings are justified by reference to the Section and Chapter Notes

5 Interpret and apply rules for interpretation to goods
5.1 Interpretative rules are applied to justify tariff classification of goods
5.2 Research resources are accessed when interpreting and applying rules for interpretation to goods
5.3 Requirements for tariff classification advice are identified

6 Complete post classification requirements in accordance with legislative requirements
6.1 Tariff Classification Advice Request is prepared in response to identified problems
6.2 Classification is entered correctly on the customs entry/declaration in accordance with the requirements of Customs and related legislation and workplace procedures
6.3 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
6.4 Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of Customs and related legislation and workplace procedures
6.5 Post entry classification advice to the client is initiated where required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Customs and related legislation relevant to the classification of complex commodities for the import and export of goods through customs
- Relevant OH&S and environmental protection procedures and guidelines
- Customs and workplace procedures and policies for the classification of complex commodities for the import and export of goods through customs
- Focus of operation of work systems, equipment, management and site operating systems for the classification of complex commodities for the import and export of goods through customs
- Problems that may occur when classifying complex commodities for the import and export of goods through customs and appropriate action that can be taken to resolve the problems
• Information on relevant aspects of the classification of complex commodities for the import and export of goods through customs
• Types of complex commodities and related classification and documentation requirements
• Sources of information on new developments in the classification of complex commodities for the import and export of goods through customs
• Ways of learning the skills and knowledge required for new developments in the classification of complex commodities for the import and export of goods through customs
• Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services
• Documentation and recording requirements for the classification of commodities for the import and export of goods through customs
• Steps involved in planning the work activities

Required skills:
• Communicate effectively with others when classifying complex commodities for the import and export of goods through customs
• Locate, read and interpret instructions, procedures and information relevant to the classification of complex commodities for the import and export of goods through customs
• Plan and organise work activities when classifying complex commodities for the import and export of goods through customs
• Select and use relevant computer/communication/office equipment when classifying complex commodities for the import and export of goods through customs
• Enter information using appropriate technology
• Maintain workplace documentation and records
• Work collaboratively as part of an operational team
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Solve problems that may arise when classifying complex commodities for the import and export of goods through customs
• Identify, interpret and learn skills and knowledge required for relevant new developments in the classification of complex commodities for the import and export of goods through customs
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Learn skills and knowledge required for relevant new developments in the classification of complex commodities
• Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
• Follow the designated plan for the work
RANGE STATEMENT

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

Information on relevant aspects for the classification of commodities for the import and export of goods may include:

- processes and practices for classifying various types of complex commodities
- the contents and purpose of Customs Tariff Act 1995, Schedule 2, 3 and 4

Objective classification may include:

- the classifier finding out as much as possible about the goods in the condition they are imported or exported

Analytical classification may include:

- technology
- the avoidance of generalised terms such as souvenirs, printed matter and clothing as these terms do not demonstrate analytical classification as required to correctly identify the goods

Harmonized system terminology may include:

- sufficient identification to be capable of being transferred into tariff terminology. For example, a tool holder could be included in the identification if the holder worked solely or principally with machines described specifically in the harmonized system

Assistance may include:

- advice from more experienced colleagues, customs brokers, experienced classifiers, technical experts
- seeking further details about the goods from the client
- consulting technical experts in the industry that the goods belong to
- classification software
- from customers
- commercially available
- additional resources

Tools may include:

- Harmonised System Explanatory Notes and Commodities
- dictionaries, trade journals, technical publications

Menu may include:

- the list of chapters at the start of the Customs Tariff Act 1995 for imports and the summary of classification in the front of the AHECC

Type may include:

- Type Chapters (refer to Chapters 64-66, 84-95 and 97 in the Harmonized System)

Materials may include:

- Material Chapters (refer to Chapters 1-63 and 67-83 in the Harmonized System)
Merchandise trade may include: goods that are covered by a reference number in Schedule 4 of the Customs Tariff Act 1995 or a export statistical item in Chapters 98 and 99 in AHECC.

Section and Chapters Notes may include: Legal Notes contained within Schedule 3 Customs Tariff Act 1995 and include directional notes (inclusion, restriction, extension) and definitional notes and notes having application across the complete Schedule. All relevant Legal Notes are expected to be considered and applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile notes may require clarification/assistance from other parties.

Interpretation rules may include: General Rules for the Interpretation of the Harmonized System. They are the rules that are to be followed for every classification.

Clarification may include: seeking assistance from colleagues, customs broker, more experienced classifier, or technical expert.

obtaining additional information from client.

Sub-heading notes may include: Legal Notes contained within Schedule 3 Custom Tariff Act 1995 and include directional notes (inclusion, restriction, extension) and definitional Notes and Notes having application across the complete Schedule. All relevant Legal Notes are expected to be considered and applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile Notes may require clarification/assistance from other parties.

Dash system is: a design feature of the Harmonized System which assists with the selection of the appropriate 8 figure classification.

New developments in the classification of complex commodities may relate to changes in:

- technology
- legislation
- regulations
- case law
- WCO Classification
- processes
- systems
Information on new developments in the classification of complex commodities may be obtained from:

- internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in various regulatory authorities
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Ways of learning skills and knowledge required for new developments in customs classification may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- clients
- agents
- personnel in relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
Documentation and records may include:

- Customs and related legislation
- Australian Harmonized Export Classification Book
- Customs Tariff Act 1995 and Schedules
- precedents database
- dictionaries
- trade or technical publications
- Harmonized System Explanatory Notes (HSEN)
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for relevant equipment
- workplace procedures and policies
- supplier and/or client instructions
- quality assurance procedures
- extrinsic material (as defined in the Acts Interpretation Act)

Applicable legislation and regulations may include:

- Customs and related legislation
- Australian Harmonized Export Classification Book
- Customs Tariff Act 1995 and Schedules
- other legislation related to importing and exporting of goods
- export/import/quarantine/bond requirements
- equal employment opportunity and affirmative action legislation
- equal opportunity legislation
- workplace relations regulations
- relevant state/territory OH&S and environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - interpreting and applying rules for interpretation to goods
selecting and justifying heading (4 figure)
locating and justifying a sub-heading (6 or 8 figure)
completing post classification requirements
interpreting and applying Section and Chapter Notes

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIA5607C**  
**Carry out complex customs valuation**

**Unit Descriptor**  
This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with Customs and related legislation and workplace requirements. It includes applying the relevant method for the complex customs valuation required; identifying the contract for customs valuation purposes; determining the price and elements of adjusted price; and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles, and recording valuation information on customs entry/declaration. Note: A primary responsibility of a customs broker is to ensure compliance with Australian Customs and other related legislation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning customs valuation functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international trade industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

**Competency Field**  
A – Handling Cargo/Stock

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 **Apply the relevant valuation method**  
1.1 Situations where the transaction value method applies are recognised  
1.2 Situations where alternate methods of valuation apply are recognised  
1.3 Situations where there is insufficient reliable information are identified  
1.4 An appropriate valuation method is selected and applied for the complex customs valuation situation identified

2 **Identify the sales transaction**  
2.1 Importer and seller are identified  
2.2 Relevant contract or contracts are identified  
2.3 Invoice terms relevant to the contract are identified
### 3 Identify the import sales transaction
- 3.1 Import sales transaction is identified

### 4 Determine the price in the import sales transaction
- 4.1 The price in the relevant import sales transaction is identified

### 5 Determine the elements of adjusted price for a valuation
- 5.1 The correct adjusted price deductions are made, taking into account the relevant legislation and terms of trade

### 6 Identify elements of price related costs for a valuation
- 6.1 Correct price related costs are made, taking into account the relevant legislation and terms of trade

### 7 Calculate customs value for a valuation
- 7.1 The date and place of export are determined in accordance with the Customs Act 1901
- 7.2 Valuation elements against imported goods using factorisation are apportioned
- 7.3 Alternate valuation methods are applied where necessary
- 7.4 Transaction value is calculated by applying applicable rate of exchange
- 7.5 Valuation Advice Request is prepared in response to identified problems
- 7.6 The requirement for a Valuation Advice Request is identified

### 8 Record valuation information on customs declaration in accordance with legislative requirements
- 8.1 Valuation related fields on a customs declaration are identified
- 8.2 Valuation information is entered correctly on customs declaration
- 8.3 Calculations are checked for accuracy and verified as required
- 8.4 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
- 8.5 Post entry valuation advice to the client is initiated where required
- 8.6 Relevant documentation is passed on to the client

### REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:
- Customs Act 1901 and related legislation relevant to the conduct of a custom valuation
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for carrying out customs valuation
- Focus of operation of work systems, equipment, management and site operating systems for carrying out customs valuation
• Problems that may occur when carrying out customs valuation and appropriate action that can be taken to resolve the problems
• Information on relevant aspects of customs valuation
• Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
• Sources of information on new developments in customs valuation practices
• Ways of learning the skills and knowledge required for new developments in customs valuation practices
• Cultural differences amongst customers, internal and external freight contacts and within the customer service team and their implications when providing customs valuation services
• Documentation requirements for customs valuations
• Penalties and the infringement notice scheme as it applies to goods incorrectly valued

**Required skills:**
• Negotiate, communicate and liaise effectively with clients and others when conducting customs valuations
• Read and interpret instructions, procedures and information relevant to the conduct of customs valuations
• Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
• Identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices
• Follow the designated plan for the customs valuation work
• Maintain work records
• Select and use relevant computer/communication/office equipment when carrying out customs valuations
• Enter information using appropriate technology when carrying out customs valuations
• Work collaboratively as part of an operational team
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Solve problems that may arise when carrying out customs valuations
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information on relevant aspects of customs valuation may include:

- identification and calculation of various aspects kinds of valuation such as:
  - royalties and licence fees
  - commissions
  - rebates
  - packing costs
  - rejection of transaction value
  - related parties
  - transfer pricing
- alternate valuation methods
- case law as it applies to valuation
- Valuation Advice Request and rulings

Transaction value is:
- the main method for valuing goods for customs purposes

Alternate valuation methods may include:

- Identical Goods Valuation
- Similar Goods Valuation
- Deductive Goods Method
- Computed Value Method
- Fall Back Method

INCOTERMS 2000 are:
- the ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999

Adjusted price may include:

- deductible financing costs
- post importation costs
- Australian inland freight and insurance
- deductible administrative costs
- overseas freight and insurance

Price related costs may include:

- production assist costs
- packing costs
- foreign inland freight and insurance
- commissions
- royalties and licence fees
- proceeds of resale

Factorisation means:
- the apportionment of costs over a line value (each line of the import declaration for which there is a separate classification)
Valuation advice may include:

- the completion and lodgement of an official Valuation Advice Request with Australian Customs
- advice to the client to pay under protest

Post entry valuation advice may include:

- advising the client what options are available if there is disagreement with the customs value

Verification may include:

- other colleagues within the enterprise
- customs brokers

New developments in complex customs valuation practices including changes in:

- case law
- technology
- products
- regulations
- legislation
- processes
- systems

Information on new developments in customs valuation practices may be obtained from:

- internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc.
- regulatory authority, WTO, WCO
- bulletins, journals, magazines, books, etc.
- internet websites
- internal and external training programs

Ways of learning skills and knowledge required for new developments in customs valuation practices may include:

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Documentation and records may include:

- Customs Act 1901 and related legislation
- World Trade Organisation Valuation Agreement
- Australian Customs Manual on Valuation
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for customs valuation
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable legislation and regulations may include:

- Customs Act 1901 and related legislation
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

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

Critical aspects for assessment

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:

- applying the relevant method for a customs valuation
- identifying the import sales transaction for customs valuation purposes
- recording valuation information on customs entry/declaration
- calculating customs value for a customs valuation
- identifying elements of price related costs for a customs valuation
- determining the price and elements of adjusted price for a complex customs valuation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA5707C  Analyse, advise on and carry out integrated border clearance transactions

Unit Descriptor

This unit involves the skills and knowledge required to analyse, advise on and carry out integrated border clearance transactions, usually involving analysis of complex interactions between component elements of the transactions and in accordance with Customs and related legislation and workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning customs valuation functions. Work is undertaken in a range of environments including small to large worksites in the customs broking and international freight forwarding industries. Work at this level is performed by those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field

A – Handling Cargo/Stock

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

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

1  Read and interpret the facts of the transaction request

1.1 Documentation on the integrated border clearance transaction is reviewed and pertinent Customs and other related legislation and quality standards are identified

1.2 Customs and other related legislation and quality standards are accessed and their implications for the integrated border clearance transaction are clarified and confirmed

1.3 Missing or ambiguous documentation on the integrated border clearance transaction is identified and documentation is updated as required in consultation with the client

1.4 The integrated border transaction is interpreted to determine the potential interactive effects that may need to be considered between the different legislative requirements and quality standards

2  Identify and analyse any problems

2.1 The various aspects of the integrated border clearance transaction and the related documentation are analysed and any identified issues and problems are documented

2.2 The implications and risks associated with identified issues
and problems are assessed

2.3 Outcomes of the assessment of implications and risks are recorded in accordance with workplace procedures and relevant legislative requirements

3 Develop and review alternative solutions

3.1 Appropriate alternative solutions to the identified issues and problems are developed with due consideration to the management of the risks involved, all legislative requirements, enterprise quality standards and the needs of the client

3.2 The comparative benefits and risks of the alternative solutions are reviewed in accordance with workplace procedures

3.3 The various options and their outcomes of the review of their comparative benefits and risks are documented as required

4 Select and justify a solution

4.1 Based on the review of the alternative solutions developed, a selection is made of the preferred solution

4.2 The justification for the selection is documented as per workplace procedures and policies with due reference to its compliance with all legislative requirements, the benefits of the selected solution, the risks involved and how they will be managed

4.3 Any critical issues identified during the review and analysis process are discussed and cleared with relevant internal and external personnel if necessary

5 Provide advice to client on a border clearance transaction

5.1 The results of the review of the integrated border clearance transaction are discussed with the client and advice is provided on the recommended solution and the rationale for the recommendation

5.2 Agreement is gained from the client to proceed with the integrated border clearance transaction as planned

6 Complete the border clearance transaction

6.1 The integrated border clearance transaction is completed in accordance with the agreed approach and all pertinent legislative requirements and workplace procedures

7 Document and record the border clearance transaction

7.1 All required documentation for the integrated border clearance transaction is completed and verified in accordance with all legislative requirements and workplace procedures

7.2 Information is entered into appropriate systems as required

7.3 Records are made of the integrated border clearance transaction and information on any specific issues and problems and related solutions adopted and action taken

7.4 All relevant information concerning the integrated border clearance transaction is forwarded to the client and relevant internal and external personnel
7.5 Records for the integrated border transaction are retained according to Customs and related legislation requirements as well as workplace and organisational procedures.

8 Implement formal review mechanisms for dispute resolution

8.1 The need for a formal review of a dispute related to a border transaction is identified in accordance with the relevant requirements of Customs and other related legislation.

8.2 The appropriate review mechanism for a dispute related to a border transaction is identified in accordance with the relevant requirements of Customs and other related legislation.

8.3 The identified review mechanism is implemented for the resolution of a dispute related to a border transaction in accordance with the relevant requirements of Customs and other related legislation.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Relevant Customs and related legislation and Australian and international codes and regulations relevant to the analysing, advising on and conducting integrated border clearance transactions.

• Relevant OH&S and environmental protection procedures and guidelines.

• Workplace procedures and policies for analysing, advising on and conducting integrated border clearance transactions.

• Focus of operation of work systems, equipment, management and site operating systems when analysing, advising on and conducting integrated border clearance transactions.

• Issues and problems that may be identified when analysing, advising on and conducting integrated border clearance transactions and appropriate action that can be taken to resolve the problems and issues concerned.

• Information on relevant aspects of integrated border clearance transactions.

• Types of goods and related documentation.

• Sources of information on new developments in border clearance operations, transactions and related legislative requirements.

• Ways of learning the skills and knowledge required for new developments in border clearance operations, transactions and related legislative requirements.

• Cultural differences amongst customers, internal and external contacts and within the operational team and their implications.

• Documentation requirements needed when analysing, advising on and conducting integrated border clearance transactions.

Required skills:

• Negotiate, communicate and liaise effectively with clients and others.

• Take responsibility for analysing, advising on and conducting integrated border clearance transactions and related solutions.
• Read and interpret instructions, procedures and information relevant to analysing, advising on and conducting integrated border clearance transactions
• Identify, interpret and learn skills and knowledge required for relevant new developments in border clearance transactions
• Plan and organise work activities
• Select and use relevant computer/communication/office equipment when analysing, advising on and conducting integrated border clearance transactions
• Present information using appropriate media and technology
• Work collaboratively as part of a customs broking team
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Solve problems that may arise when analysing, advising on and conducting integrated border clearance transactions

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

Information on relevant aspects of integrated border clearance transactions may include:
• the functions and responsibilities of a customs broker nominee, sole trader and corporate brokerage
• the role and authority of the Customs, AQIS and other legislative authorities and how they fit into the structure of the government and customs broker practices
• internal and external review practices available to analyse and review issues and problems arising within integrated border clearance transactions
• processes and practices for advising clients on issues and related solutions arising during an assessment of integrated border clearance transactions

Analysis of an integrated border clearance transaction may involve:
• careful and detailed consideration of the client's instructions and needs, all compliance requirements and relevant workplace quality standards. It also includes consideration of all possible interactive effects and risks and a comparative review of appropriate solutions to any problems and issues identified in the course of the analysis
Aspects of integrated border clearance transactions that will need to be examined and analysed to establish any interactive effects and problems may include:

- permit requirements (including environmental/wildlife and quarantine)
- GST requirements
- tariff classification requirements
- valuation
- prohibitions and restrictions
- infringement notices and penalties
- dispute resolution

Aspects of transaction that may be considered in the consideration of interactive effects and issues can include:

- client requirements
- compliance with all legislation and permit requirements
- risk assessment (to broking organisation, regulatory authorities and client)
- cost effectiveness
- timeliness
- source(s) of information

New developments in border clearance requirements and operations may relate to:

- legislation
- processes
- systems
- technology
- goods

Information on new developments in border clearance requirements and operations may be obtained from:

- internal networks such as: own operations team, staff in other departments, support staff, managers, training staff, etc.
- external networks such as: staff in various regulatory authorities (Customs, AQIS, etc.), airline, shipping, road transport and storage, personnel, staff in bond stores and other customs broking firms, etc.
- official booklets, bulletins, journals, magazines, books, etc.
- internet websites (e.g. Customs, AQIS)
- internal and external training programs

Ways of learning skills and knowledge required for new developments in border clearance requirements and operations may include

- external training programs
- internal training programs
- reading independently
- coaching in the workplace
- online learning on a computer
- networking with relevant internal and external contacts
Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- clients
- their agents
- other employees and supervisors
- relevant authorities and institutions
- management representatives
- other relevant government departments, authorities and institutions
- Customs
- AQIS
Documentation and records may include:

- relevant Customs and related legislation
- ATO legislative requirements
- AQIS and other legislative requirements and publications pertaining to border clearance functions
- relevant sections of Australian Customs Manual
- information from relevant websites on the internet such as Customs, DEWHA and AQIS websites
- manifests, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for integrated border clearance transactions
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment required when conducting analysis
- workplace procedures and policies
- client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable legislation and regulations may include:

- Customs Act 1901 and related legislation pertaining to integrated border clearance transactions
- taxation legislation
- AQIS and other government and legislative requirements pertaining to border clearance functions
- privacy legislation
- export/import/quarantine/bond requirements
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S and environmental protection legislation

**EVIDENCE GUIDE**

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

**Critical aspects for assessment and evidence required to**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of:

- reading and interpreting the facts of the transaction request
- identifying and analysing any problems that may arise in completing a border clearance transaction
- developing and reviewing alternative solutions
- selecting and justifying solutions to typical border clearance transaction problems
- completing the border clearance transaction
- documenting and recording the border clearance transaction

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA5807A Manage facility and inventory requirements

Unit Descriptor
This unit involves the skills and knowledge required to manage a facility and its inventory requirements. It includes identifying space, safety and security requirements; developing a documentation system; designing storage zones; and evaluating facility utilisation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

This unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify space requirements
1.1 The medium-term and long-term storage needs of the organisation are assessed to facilitate planning in accordance with the business plan of the enterprise and legislative requirements
1.2 Product type, picking frequencies, value, fragility, weight, handling characteristics, quantity and holding periods are assessed to consider type and amount of storage
1.3 Facility is assessed to determine the stock holding and handling requirements for each inventory item
1.4 Volume requirements are calculated to ensure that ongoing stock holding needs are met
1.5 The total space requirement is calculated and used to formulate plan for space utilisation

2 Identify safety and security requirements
2.1 An assessment is made of risks to ensure maximum safety and security for personnel, stock and facilities
2.2 Storage handling security and incident/emergency procedures for each class or type of product are identified and documented
2.3 Fire prevention and firefighting systems are identified in accordance with building code regulations and storage material requirements
2.4 An evacuation plan is developed in accordance with the safety
program of the enterprise

3 Develop documentation system

3.1 A system for recording and tracing stock location, receival, throughput and despatch is developed and implemented to enable reporting, quality assurance and financial requirements to be met

3.2 A system for recording communication with carriers, customers and employees is developed and implemented to assess operational effectiveness and to provide data for system improvement

4 Design storage zones

4.1 Space requirements and equipment operation are accurately assessed to facilitate the planning of warehouse zones

4.2 An assessment is made of the facility to enable the most effective use of available space

4.3 Positioning of storage areas, bays, work stations and the like is undertaken in accordance with data obtained from the planning process

4.4 Provision for maintenance and cleaning is catered for

5 Evaluate facility utilisation

5.1 A continual system of review is used involving regular checks to ensure storage areas and systems are functioning at optimum levels

5.2 Receiving and despatch systems provide efficient operations

5.3 Storage and handling systems provide ease of access and comply with ergonomic principles

5.4 Product handling and storage minimises product damage, contamination and stock losses

5.5 Facility layout remains sufficiently flexible to meet changing storage and handling requirements

5.6 Appropriate reporting systems are established and used to maintain data for the design of improved facilities and systems

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of national and state or territory regulatory requirements and codes of practice, including knowledge of fire safety and building regulations applicable to the facility
- Relevant OH&S and environmental procedures and regulations
- Focus of operation of warehouse systems, resources, management and workplace operating systems
- Enterprise business policies and plans including procedures for operations of the facility
- Throughput and storage requirements for specific types of inventory
- Principles, purpose and location of controls, monitoring devices, and systems
• Selection and appropriate application of technology, information systems and procedures
• Procedures for operating electronic communications equipment
• Requirements for completing relevant documentation
• Procedures for managing and controlling hazardous situations when carrying out work activities, particularly those that relate to the storage of materials
• Procedures to be followed in the event of an emergency

**Required skills:**
• Communicate effectively with others when managing facility and inventory requirements
• Read and interpret plans, diagrams, regulations, codes of practice and other documentation relevant to the management of facilities and inventory requirements
• Provide leadership to others when managing facilities and inventory requirements
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and or rectify any identified problems that may arise during the planning and management of facilities and inventory requirements
• Develop and implement contingency plans for unplanned events which may arise during the management of facilities and inventory requirements
• Prioritise work and coordinate the work of others
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Select and apply appropriate technology, information systems and procedures when managing facility and inventory requirements

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

The workplace environment may involve:
• twenty four hour operation
• single and multi site location
• large, medium and small companies

Depending on the organisation concerned, workplace procedures may be called:
• standard operating procedures (SOPs)
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- customers and suppliers
- other professional or technical staff, contractors and maintenance personnel

Documentation and records may include:
- regulations and codes of practice relevant to the functions of a storage facility, including the ADG code, fire safety and firefighting regulations, building code regulations, storage and handling procedures, and security procedures relevant to the specific facility
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- emergency procedures, particularly in relation to fire and evacuation
- operations manuals, job specifications and induction documentation
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- building codes, fire safety and firefighting codes and regulations

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
unit of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIA607C Organise and monitor terminal/wharf operations**

**Unit Descriptor**
This unit involves the skills and knowledge required to organise and monitor terminal/wharf operations in accordance with workplace requirements including organising equipment, machinery and personnel; identifying, assessing and managing potential risks; monitoring work performance and progress; monitoring the status of pending work; solving problems and making decisions; completing all shift requirements; and preparing for the next shift. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning terminal/wharf operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the organisation and monitoring of terminal/wharf operations as part of work activities in the stevedoring, transport, distribution and/or allied industries.

**Competency Field**
A – Handling Cargo/Stock

**ELEMENT PERFORMANCE CRITERIA**

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1 **Organise equipment, machinery and personnel**

1.1 Equipment, machinery and personnel are organised to facilitate the safe and efficient loading and unloading of the ship

1.2 Liaison is maintained with supervisors to ensure the availability of adequate resources

2 **Identify, assess and manage potential risks**

2.1 Potential risks are identified and assessed and appropriate solutions are implemented in accordance with workplace procedures

2.2 Potential risks to safe and efficient operations are removed from the work area or other arrangements are made to ensure conditions for safe work

2.3 Supervisors are advised of potential risks and liaison is maintained until the risk has been removed

3 **Monitor work performance and**

3.1 Work performance and progress is monitored to ensure work is performed in accordance with established guidelines and
progress procedures and that safe work practices are maintained
3.2 Methods and procedures of work are monitored and refined in consultation with supervisors and operational personnel
3.3 Work performance rates are monitored with delays minimised to ensure work program objectives are met
3.4 Work practices are monitored to ensure compliance with national standards and safety codes
3.5 Environmental conditions are monitored to ensure safe working conditions are maintained

4 Monitor status of pending work
4.1 The status of pending work is monitored, in order of priorities, taking into account the needs of the ship and the terminal/wharf

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international standards, codes and regulations relevant to the operation of terminals/wharves including the Australian and International Dangerous Goods Codes
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the organisation and monitoring of terminal/wharf operations
• Focus of operation of work systems, equipment, management and site operating systems for the organisation and monitoring of terminal/wharf operations
• Problems that may occur when organising and monitoring terminal/wharf operations and appropriate action that can be taken to resolve the problems
• Relevant handling and safety codes
• Site layout
• The marking and numbering systems for cargo
• Relevant bond, quarantine or other legislative requirements

Required skills:
• Communicate effectively with others when organising and monitoring terminal and wharf operations
• Read and interpret instructions, procedures, information and labels relevant to organising and monitoring terminal and wharf operations
• Complete documentation related to organising and monitoring terminal and wharf operations
• Receive, acknowledge and send messages with appropriate communications equipment
• Identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels
• Work collaboratively with others when organising and monitoring terminal and wharf operations
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use relevant equipment, processes and procedures when organising and monitoring terminal and wharf operations
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Estimate size, shape and special requirements of loads

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

Work may be conducted in:
• a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• limited or restricted spaces
• exposed conditions
• controlled or open environments

Account may be taken of the following conditions in relation to operational safety (depending on the operational context of the terminal/wharf concerned):
• organisational and statutory operating requirements
• surface condition of the work area
• stacking area
• degree of visibility
• weather conditions
• other traffic
• obstacles
• site and nature of loads
• ship/vehicle/rail movements
• tidal movement
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the organisation and monitoring of terminal/wharf operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for terminal and wharf operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIA707C Coordinate stevedoring clerical functions

Unit Descriptor
This unit involves the skills and knowledge required to coordinate stevedoring clerical functions in accordance with workplace requirements including monitoring clerical functions; solving operational problems; arranging the inspection/survey of containers and/or cargo, preparing for the next shift; and completing and handing over the shift. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning terminal/wharf operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the coordination of clerical functions at a container/cargo terminal/wharf as part of work activities in the stevedoring, transport, distribution and/or allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Monitor clerical functions
1.1 Duties and the relationship of the duties to enterprise procedures are outlined and explained in accordance with workplace procedures
1.2 Clerical work is monitored to ensure it meets workplace requirements

2 Solve operational problems
2.1 Potential and actual problem(s) are identified and/or anticipated
2.2 Information and evidence surrounding the problem is collected and analysed
2.3 Options are identified, evaluated and optimal solution selected
2.4 The chosen solution is implemented in accordance with workplace procedures
2.5 The effectiveness of the solution is evaluated against workplace requirements to resolve the problem

3 Arrange the inspection/survey of containers/cargo
3.1 Arrangements are made to allow access to identified containers/cargo by authorised personnel
3.2 Records of access allowed are completed in accordance with
workplace procedures

4 **Prepare for next shift**

4.1 Personnel requirements for next shift are determined to ensure safe and efficient operations

4.2 Container/cargo movements in the yard are checked and recorded to ensure the incoming shift has up-to-date information on the status of work and container/cargo location

**REQUIRED KNOWLEDGE AND SKILLS**
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Australian and international standards, codes and regulations relevant to the operation of terminals/wharves including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the coordination of clerical functions at a container or cargo terminal or wharf
- Focus of operation of work systems, equipment, management and site operating systems relevant to the coordination of clerical functions at a container or cargo terminal or wharf
- Problems that may occur when coordinating clerical functions at a container or cargo terminal or wharf and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Site layout of container or cargo terminal or wharf
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

**Required skills:**
- Communicate effectively with others when coordinating clerical functions at a container or cargo terminal or wharf
- Read and interpret instructions, procedures and labels relevant to coordinating clerical functions at a container or cargo terminal or wharf
- Interpret and follow operational instructions and prioritise work when coordinating clerical functions at a container or cargo terminal or wharf
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels
- Complete documentation related to work activities when coordinating clerical functions at a container or cargo terminal or wharf
- Operate electronic communication equipment to required protocol when coordinating clerical functions at a container or cargo terminal or wharf
- Work collaboratively with others when coordinating clerical functions at a container or cargo terminal or wharf
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, select and use relevant equipment, processes and procedures when coordinating clerical functions at a container or cargo terminal or wharf

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

Work may be conducted in:  a range of work environments
• by day or night
Customers may be:  • internal or external
Workplaces may comprise:  • large, medium or small worksites
Work may be conducted in:  • limited or restricted spaces
• exposed conditions
• controlled or open environments
Cargo may include:  • goods with specialist requirements, including temperature controlled goods and dangerous goods
Hazes in the work area may include exposure to:  • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and materials
Personnel in work area may include:  • workplace personnel
• site visitors
• contractors
• official representatives

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to clerical functions at a container/cargo terminal/wharf
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant standards, codes and regulations for terminal and wharf operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant Australian standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
TLIA807C  Transfer cargo

Unit Descriptor
This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalising the transfer, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the transfer of cargo/freight.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when transferring cargo as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
A – Handling Cargo/Stock

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1  Prepare for load transfer

1.1 Load characteristics are identified to determine any special handling or equipment requirements

1.2 Location of load in yard and following transfer method is determined

1.3 Pathway for load transfer is established consistent with workplace procedures noting obstacles and any particular safety precautions

1.4 Working area is prepared in accordance with the national standards, safety codes, and site operating procedures

1.5 Personal protective equipment and other safety equipment is assembled

1.6 The Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipment

1.7 Lifting equipment is checked to determine safe working order for the transfer

1.8 Unsafe equipment is reported to appropriate personnel

2  Transfer cargo

2.1 Cargo is steadied and secured using appropriate devices

2.2 Load is lifted and shifted safely following national standards, safety codes and site operating procedures
2.3 Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo

3 **Complete transfer**

3.1 Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargo

3.2 Relevant documentation is completed including reporting of damaged cargo in accordance with workplace reporting requirements

3.3 Equipment is returned to store and work area returned to normal working condition

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge:**

- Australian and international codes and regulations relevant to the transfer of cargo/freight including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the transfer of cargo and freight
- Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo and freight
- Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

**Required skills:**

- Communicate effectively with others when transferring cargo and freight
- Read and interpret instructions, procedures, information and signs relevant to the transfer of cargo and freight
- Interpret and follow operational instructions and prioritise work when transferring cargo and freight
- Complete documentation related to work activities when transferring cargo and freight
- Receive, acknowledge and send messages with communications equipment whilst operating load transfer equipment
- Work collaboratively with others when transferring cargo and freight
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when transferring cargo and freight in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when transferring cargo and freight
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of load transfer equipment
• Conduct checks on equipment used when transferring cargo and freight in terms of service schedule and standard operating procedures
• Identify, select and use relevant equipment, processes and procedures when transferring cargo and freight
• Estimate the size, shape and special requirements of loads

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

**Work may be conducted in:**
- a range of work environments
- by day or night

**Customers may be:**
- internal or external

**Workplaces may comprise:**
- large, medium or small worksites

**Work may be conducted in:**
- limited or restricted spaces
- exposed conditions
- controlled or open environments

**Cargo/freight may include:**
- goods with specialist requirements, including temperature controlled goods and dangerous goods
Equipment may include: • appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialised load shifting equipment which are covered by separate competency units)

Hazards in the work area may include exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing

Communication in the work area may include: • phone • fax • email • electronic data transfer (EDI) • RF systems • radio • oral, aural or signed communications

Personnel in work area may include: • workplace personnel • site visitors • contractors • official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the transfer of cargo
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the transfer of cargo/freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIA907E**  Complete and check import/export documentation

**Unit Descriptor**
This unit involves the skills and knowledge required to complete and or evaluate import and export documentation, and check documentation in accordance with the requirements of Customs and related legislation and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the completion and checking of import/export documentation.

Work is performed under some supervision generally within a team environment. Work is undertaken in a range of environments including small to large worksites in the customs broking and freight forwarding industries.

This unit is normally packaged at AQF II or above.

**Competency Field**
A – Handling Cargo/Stock

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>ELEMENT PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PERFORMANCE CRITERIA</strong></td>
</tr>
<tr>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1 Identify procedures required for documentation for import/export of goods</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Documents required for import/export of goods are identified</td>
</tr>
<tr>
<td>1.2 Required documents are sourced</td>
</tr>
<tr>
<td>1.3 Content requirements for each section of the documentation are applied</td>
</tr>
<tr>
<td>1.4 Timelines for completion of documents are identified and noted</td>
</tr>
<tr>
<td>1.5 Requirements for permits and other documentation (e.g. Quarantine) are identified and implications noted</td>
</tr>
<tr>
<td>1.6 Procedures for obtaining clearances including AUTHORITY TO DEAL, Delivered into Home Consumption authorisation and Export Declaration Numbers (EDN) are identified and followed in accordance with the requirements of Customs and related legislation and workplace procedures</td>
</tr>
<tr>
<td>1.7 Letters of credit are identified and implications of each noted</td>
</tr>
<tr>
<td>1.8 Assistance is sought as required in identifying required documents and to commence process of assessing or completing these documents</td>
</tr>
<tr>
<td>1.9 Lodge all documentation if required by legislation (e.g. CITES)</td>
</tr>
</tbody>
</table>
2 Complete documentation to meet legislative and workplace requirements

2.1 Content requirements for each section of the documentation are identified and applied in accordance with the requirements of Customs and related legislation and workplace procedures.

2.2 Workplace procedures for authorisations are followed.

2.3 Data entry for documents are completed.

2.4 Problems arising in completing required documents are identified and assistance sought to resolve these in accordance with the requirements of Customs and related legislation and workplace procedures.

2.5 Actions are taken to meet deadlines.

2.6 Assistance is sought as required in completing required documents.

3 Check documentation to ensure it meets legislative requirements

3.1 Documents are collated and checked before forwarding to supervisor, manager or more senior personnel for checking within designated timelines in accordance with the requirements of Customs and related legislation and workplace procedures.

3.2 Declarations are checked to ensure they meet the requirements of Customs and related legislation and workplace procedures.

3.3 Letters of credit are checked to ensure they meet commercial, transport and overseas requirements.

3.4 Dangerous goods documentation is checked in accordance with the requirements of Customs and related legislation and workplace procedures.

3.5 Required documents are forwarded for checking by supervisor, manager or more senior personnel in accordance with the requirements of Customs and related legislation and workplace procedures.

3.6 Any revisions to documents are finalised and rechecked by self and supervisor, manager or more senior personnel prior to lodgement.

4 Lodge documentation for processing

4.1 Documents are forwarded to relevant personnel in accordance with the requirements of Customs and related legislation and workplace procedures.

4.2 Documents are filed, stored and retained in accordance with the requirements of Customs and related legislation and workplace procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
• Australian and international standards, codes and regulations relevant to the import and export of cargo and freight
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the completion of import and export documentation
• Focus of operation of work systems, equipment, management and site operating systems for completing import/export cargo and freight documentation
• Problems that may occur when completing import and export documentation and appropriate action that can be taken to resolve the problems
• The Customs Act 1901 and related legislation
• Documentation requirements for the import and export of cargo and freight

**Required skills:**
• Communicate effectively with others when completing import and export documentation
• Read and comprehend simple statements in English
• Read and interpret instructions, procedures and labels relevant to the import and export of cargo and freight
• Complete and/or assess accuracy of import and export documentation
• Work collaboratively with others when completing import and export documentation
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems when completing and/or assessing import and export documentation in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use relevant communications, computing and office equipment when completing import and export documentation

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

**Work may be conducted in:**
• a range of work environments
• by day or night

**Customers may be:**
• internal or external

**Workplaces may comprise:**
• large, medium or small worksites
Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods
- personal effects
- consignments imported/exported by parcels post
- consignments imported/exported by air freight
- consignments imported/exported by sea freight
- wildlife or wildlife products (living or non-living)
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Consultative processes may involve:
- other employees and supervisors
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, barcodes, and container identification/serial number
- relevant Customs legislation, related legislation including quarantine legislation, environment and conservation legislation and Australian and international codes of practice and regulations relevant to import/export of cargo
- Australian and international standards, regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- dangerous goods declarations and material safety data sheets (MSDSs) (where applicable)
- packing declaration
- timber treatment certificates
- cleanliness certificate
- handling instructions for cargo (especially for dangerous goods or temperature controlled goods)
- commercial invoices
- packing lists
- air waybill (AWB)
- certificates of origin
- bills of lading (B/L) or sea waybills
- certificates of marine insurance, other insurance certificates
- quarantine treatment certificate
- transportation and warehousing instructions
- permits from regulatory bodies (Australian and international)
- financial documentation
- other documents specific to goods, country of origin/destination
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant Customs and related legislation, including taxation legislation
- relevant standards and codes for the import/export of cargo
- quarantine legislation
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying procedures required for documentation for import/export of goods
  - completing and checking documentation and records to meet relevant Customs legislation and related legislation and workplace requirements
  - providing customer/client service and work effectively with others
  - selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

• Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
**TLIB10009A** Visually inspect track infrastructure

**Unit Descriptor**
This unit involves the skills and knowledge required to visually inspect track infrastructure in accordance with safeworking and regulatory requirements and workplace procedure. It includes patrolling the track and right of way infrastructure, and recording and documenting identified defects in accordance with workplace requirements. Licensing or certification requirements are not applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the visual inspection of the railway track infrastructure as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
B – Equipment Checking & Maintenance

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1. **Patrol track infrastructure**
   1.1 Appropriate inspection method is employed to conduct visual examinations of track and right of way for the identification of defects
   1.2 Visual examinations are performed in accordance with workplace procedures and in line with inspection schedules
   1.3 Variations from allowable tolerances, defects and deficiencies likely to affect train safety are identified to enable appropriate action to be taken on the repairs required
   1.4 Unsatisfactory conditions are assessed in terms of seriousness and priority

2. **Record and document defects**
   2.1 Appropriate action is taken to safeguard operation of the rail system
   2.2 Inspection schedule or work report data is completed in accordance with workplace procedures
   2.3 Defects and deficiencies are reported to enable repairs to be effected in a timely manner
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the visual inspection of track and right of way
- Problems that may occur during the visual inspection of track and right of way, and action that can be taken to report or resolve the problems
- Hazards that may exist when visually inspecting track and right of way, and ways of controlling the risks involved
- Contents of relevant technical specifications and manuals
- Track and right of way standards
- Different types of track and right of way defects
- Defect deterioration under differing operating conditions
- Visible rail defect types
- Techniques for prioritising defect rectification
- Fault identification and analysis techniques
- Emergency procedures
- Details of local authority procedures

Required skills:
- Communicate effectively with others when visually inspecting track and right of way
- Read and interpret instructions, procedures, information and signs relevant to the visual inspection of track and right of way
- Identify different types of track and right of way defects
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the visual inspection of track and right of way
- Record and report results of visual inspection of track and right of way in required format
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions when visually inspecting track and right of way in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events during the visual inspection of track and right of way
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify, select and use tools and equipment

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

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces or exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Track and right of way infrastructure may include:
• track geometry
• track components
• turnouts
• formation
• drainage
• earthworks
• clearances
• trackside signs
• fencing

Patrol methods may include:
• walking
• engine
• road/rail vehicle
• track vehicle

Patrol inspections may include:
• scheduled patrol
• patrol in abnormal weather (heat, cold, wet etc.)
• special patrols as directed
Faults may include:

- track geometry defects (top, twist, line, gauge)
- pumping or unstable track
- obstructions to train movements
- obstructions to the wheel path of the train
- defective or broken rails, joints, breakaways, and loose or foul joints, fishbolts and fishplates
- failures of sleepers, transoms and fastenings
- breaches of fencing and ineffective safety barriers
- missing or incorrect speed signs
- track formation, cutting or embankment failure
- failed or ineffective drainage
- ballast deficiencies and foul ballast
- crossing and switch failures

Tools may include:

- hand tools
- small plant

Depending on the type and seriousness of identified defects, appropriate action may include:

- stop trains
- speed restrictions
- immediate repair action
- report for programmed repair action
- monitor for further deterioration

Liaison may include:

- internal or external personnel from other work areas

Communication equipment may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents
- orally, via face-to-face communications
Safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radio/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- maintenance notices, records and requests
- local authority regulations and procedures
- work orders
- technical instructions
- QA plans, data and document control
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - patrolling the track and right of way infrastructure
  - recording and documenting identified defects to workplace standards

**Context of and specific resources for assessment**

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

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

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

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB1007C**  
**Plan and implement maintenance schedules**

**Unit Descriptor**  
This unit involves the skills and knowledge required to plan and implement maintenance schedules in accordance with relevant regulatory requirements and workplace procedures. This includes establishing maintenance requirements, organising maintenance activities, organising resources, and completing all required procedures and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT PERFORMANCE CRITERIA**  
Elements describe the essential outcomes of a unit of competency.

**ELEMENT**  
**1 Establish maintenance requirements**

1.1 Equipment specifications, service requirements and workplace procedures are checked for recommended maintenance intervals and processes

1.2 Special requirements for maintenance of storage zones are identified

1.3 Comparisons with previous experience, future equipment use, work requirements and standard operating procedures are made to inform the planning process

1.4 Work plan and work schedule are developed

1.5 Contractors and/or maintenance providers (internal/external) are identified

1.6 Costings for process are identified based on work schedule
(equipment/staff off-line), equipment manufacturers recommendations, charges for materials, equipment and consumables and external/internal labour charges

1.7 Required interruptions, processes and procedures are documented and recorded

1.8 Clearances for any required costs for maintenance are obtained

2 Organise maintenance activities

2.1 Work schedules and staff rosters are checked to identify times when the maintenance process may be scheduled including optimum timing for any shut down

2.2 Permission from supervisory personnel is obtained for timing of maintenance to optimise the maintenance process and work

2.3 Detailed work plans are developed to accord with work schedules, availability of expertise and the resource availability

2.4 Employees with the required competencies are identified and where necessary appropriate training and assessment is facilitated

2.5 Approvals for work schedule, employee work pattern and maintenance schedule adjustments are obtained and work plan is refined to ensure the maintenance program will maintain workplace outputs in terms of workplace policy

3 Organise resources

3.1 Required equipment, personnel and consumables are allocated in accordance with workplace procedures

3.2 Consumables, equipment and expertise are located and coordinated to meet maintenance work schedule

3.3 Externally sourced equipment, consumables and expertise are identified and appropriate arrangements made for procurement

4 Complete maintenance procedures

4.1 Completed work is checked against the maintenance schedule and the work plan

4.2 Records of work are completed and forwarded to appropriate personnel noting areas where additional maintenance is required to maintain optimum work output and equipment life

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and international regulations, codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for identification and interpretation of maintenance requirements
• Procedures for identification and evaluation of information needed to plan and implement maintenance schedules
• Procedures for reviewing system options for maintenance operations including appropriate risk analysis
• Procedures for liaising with manufacturers and suppliers
• Procedures establishing and/or monitoring suitable maintenance systems
• Focus of operation of maintenance systems, resources, management and workplace operating systems
• Characteristics and capabilities of equipment, materials and processes used
• Relative features and risks of various maintenance systems, their applications and processes, and issues involved in their use
• Quality and customer service standards, policies and procedures
• Application of relevant Australian and international standards and associated certification requirements
• Resource availability including the competencies of individuals in the team/group
• The application of current competencies within functional activity
• Coaching and mentoring approaches to support team members to share knowledge and skills
• Relevant workplace documentation procedures
• Contacts and sources of information/documentation needed when planning and implementing maintenance systems
• Procedures for operating electronic communications equipment

**Required skills:**
• Communicate effectively with others when planning and implementing maintenance schedules
• Read and interpret instructions, procedures, information and signs relevant to the planning and implementing of maintenance schedules
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the planning and implementing of maintenance schedules
• Work collaboratively with others in the planning and implementing of maintenance schedules
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Ensure the servicing of equipment in terms of maintenance schedule and standard operating procedures

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

Work may be undertaken in: • various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve:
• twenty-four hour operation
• single- and multi-site location
• large, medium and small workplaces

Work systems may include:
• preventative and remedial maintenance schedules, protocols and procedures
• faulty equipment tagging and repair/replacement systems
• equipment inventory and identification systems
• communications equipment
• workplace operations
• authorities and permits
• hours of operation
• relevant regulations

Consultative processes may involve:
• employees, supervisors and managers
• equipment manufacturers and suppliers
• contractors
• industrial relations and OH&S specialists
• other professional or technical staff

Communications systems may involve:
• telephone
• fax
• email
• electronic data transfer of information
• mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Documentation/records may include:

- Australian and international codes of practice and regulations relevant to equipment maintenance
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code
- workplace operating procedures, maintenance schedules and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- statistical information on equipment malfunctions, maintenance and repairs
- relevant Australian standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance and customer service standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- regulations and codes of practice related to equipment maintenance
- Australian and international regulations and codes of practice for the handling, storage and transfer of dangerous goods and hazardous substances
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB10109A Install and maintain rail joints

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain rail joints in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes identifying and determining parameters or components that require repair, cutting and boring rail, maintaining rail joints, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to installing and maintaining rail joints as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and determine parameters or components that require adjustment
1.1 Rail joint condition, component, fastening and anchoring defects affecting rail joints are identified in accordance with workplace procedures
1.2 Appropriate repair method is selected to ensure rail joint meets specifications
1.3 Scope of work is determined and resources are arranged

2 Install rail joint
2.1 Location of rail joint is determined
2.2 Rail is cut and correct rail gap is established for joint type (mechanical or insulated)
2.3 Rail ends are bent (if required) in accordance with workplace procedures
2.4 Bolt holes are bored to meet joint specification
2.5 Joint is assembled to meet specification
3 Maintain rail joint

3.1 Surfaces and component parts are checked for insulation, lubrication, correct spacing and correct installation in accordance with specifications and work procedures

3.2 Rail joint is maintained to specifications following workplace procedures

4 Complete documentation

4.1 Required documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for installing and maintaining rail joints
- Problems that may occur when installing and maintaining rail joints, and action that can be taken to report or resolve the problems
- Hazards that may exist when installing and maintaining rail joints, and ways of controlling the risks involved
- Fundamentals of track structures relating to rail joints
- Track standards relating to rail joints
- Rail joint components
- Rail joint defects
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation requirements

Required skills:
- Communicate effectively with others when installing and maintaining rail joints
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to installing and maintaining rail joints
- Interpret and follow operational instructions
- Complete documentation related to installing and maintaining rail joints
- Operate electronic communication equipment to required protocols
- Work collaboratively with others when installing and maintaining rail joints
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when installing and maintaining rail joints in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and use hand tools, power tools and equipment
• Identify/locate parameters or components of rail joints requiring adjustment or replacement
• Adjust and repair rail joints
• Install rail joints
• Use relevant plant and mechanised equipment

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

Operations may be conducted:  • by day or night
• in all weather conditions

Work may be conducted in:  • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to:  • chemicals
• dangerous or hazardous substances
• movements of equipment, materials and vehicles

Equipment may include:  • mechanical handling/lifting equipment
• track machines
• hand tools including impact or tension wrenches, grinders, friction rail saws, rail punches, rail borers, tie tampers, gauges, track jacks, spiking hammers and bars
• rail tensors
• fastening equipment
• oxy/acetylene equipment
Materials may include:
- resilient and/or static fastenings
- sleeper plates/pads
- anchors
- bolts
- nuts
- washer clips
- shims
- fish plates
- swage fastenings

Rail joint parts and surroundings to be checked may include:
- joint insulation
- expansion gap
- fishplates
- fishbolts
- sleeper
- sleeper fastening
- rail anchoring and rail bonds
- track geometry

Fastenings may include:
- pandrol clips, fist fastenings, Trak Lok, Rex lock
- dogspeaks/dog screws
- bolts, spring washers, nuts
- double shouldered sleeper plates
- insulated sleeper pads

Types of rail joint may include:
- mechanical joint
- mechanical junction joints
- insulated mechanical joint
- insulated plate joints
- bow plates
- bonded insulated joint

Rail ends on curves may require:
- bending (also known as pressing or crowing)

Special transitional rail joints may be:
- required between changes of mass/wear

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Communication systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- information provided by other workplace personnel
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining rail joints to determine defects and selecting appropriate repair methods
  - installing rail joints correctly
  - checking component parts and carrying out appropriate maintenance activities
  - completing documentation to organisational requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB10209A

Adjust rail

Unit Descriptor
This unit involves the skills and knowledge required to adjust rail in accordance with safeworking and regulatory requirements and workplace procedures. It includes identifying and determining the requirements for rail adjustment, undertaking rail adjustment, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to adjust rail as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Identify and determine the requirements for rail adjustment

1.1 Appropriate adjustment method is determined and resources are arranged

1.2 Adjustment length is established depending on track geometry and location in accordance with workplace procedures

2 Adjust rail

2.1 Anchor points are identified and created as necessary to enable rail adjustment to be undertaken in accordance with workplace procedures

2.2 Track is released and rail is vibrated to achieve stress free state in accordance with workplace procedures

2.3 Appropriate measurements are taken and used to calculate adjustment requirements in accordance with workplace procedures

2.4 Rail length is adjusted using appropriate method to achieve desired rail stress

2.5 Rail is joined using appropriate method in accordance with
workplace procedures
2.6 Track fastenings are restored in accordance with workplace procedures
2.7 Creep control marks are installed or reset in CWR track in accordance with workplace procedures (if applicable)

3 Complete documentation
3.1 Completed work is checked for compliance to standards to ensure safe operations of trains
3.2 Required documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for rail adjustment
• Problems that may occur when adjusting rail, and action that can be taken to report or resolve the problems
• Hazards that may exist when adjusting rail, and ways of controlling the risks involved
• Basic rail adjustment theory and critical aspects of rail stress
• Rail adjustment procedures
• Temperature and alignment limitations on adjustment
• Documentation and record keeping requirements

Required skills:
• Communicate effectively with others when adjusting rail
• Read and interpret instructions, procedures, information and signs relevant to rail adjustment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to rail adjustment
• Operate communication equipment to required protocol
• Work collaboratively with others when adjusting rail
• Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when adjusting rail in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify, select and use hand tools
• Establish appropriate adjustment length
• Measure and calculate adjustment condition
• Use rail adjustment procedures for adjustment in different track configurations
• Use 'rail out - rail in' method appropriately and correctly (if applicable)
• Install and reset creep control marks in CWR track (if applicable)
• Complete documentation and record keeping requirements

RANGE STATEMENT

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

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, materials and vehicles

Adjustment methods may vary according to:
• rail length
• adjustment condition (initial or re-adjustment)
• proximity to fixed points (turnouts, bridges etc.)

Adjustment methods may include:
• conversion of jointed track to CWR
• adjustment of existing CWR
• adjustment of existing jointed track
• 'rail out - rail in' method

Adjustment length may vary according to:
• track curvature
• proximity to fixed points (turnouts, bridges etc.)
• adjustment temperature
• equipment limitations

Appropriate measurements may include:
• rail temperature
• rail gaps
• rail longitudinal movement
Rail joints may include:  
- aluminothermic welds  
- flashbutt welds  
- fishplated joints  

Track fastenings may include:  
- anchors  
- non-resilient fastenings  
- resilient fastenings  

Measuring equipment may include:  
- rail thermometers  
- gap gauges  
- tape measures  
- measuring wheels  
- stringline  

Tools and equipment may include:  
- mechanical handling/lifting equipment  
- hand tools including hammers, impact wrenches, grinders, tension wrenches, friction rail saws, and rail punches  
- rail tensors  
- rail heaters  
- rail threaders  
- fastening equipment  

Communication equipment/systems may include:  
- two-way radios  
- telephones/mobile phones  
- agreed audible or hand signals  

Liaison may include:  
- internal or external personnel from other work areas (e.g. train controllers)
Safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- works orders
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying and determining appropriate methods for rail adjustment
  - taking appropriate measurements and calculating adjustments
  - ensuring track is restored correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - actual materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB107C  Check and assess operational capabilities of equipment

Unit Descriptor
This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Inspect equipment and work area
1.1 Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturers specifications
1.2 Aspects of equipment/work area found to be outside manufacturers and/or workplace specifications are reported to designated persons for appropriate action

2 Check equipment operational capability
2.1 Equipment and components are tested after start-up in accordance with manufacturers specifications and workplace procedures
2.2 Warning systems are all checked for operational effectiveness

3 Identify and assess impact of faults on
3.1 Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work
work requirements

3.2 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

4.1 The results of the inspection and testing are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines

4.2 Records are clear, unambiguous and concisely kept in accordance with workplace policy

4.3 Clear reference is made to any items which may affect the future safety of the equipment

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Workplace procedures and policies for the checking and assessing of the operational capability of equipment

• Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment

• The characteristics, capabilities and limitations of the equipment

• Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use

• Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems

• Operational safety requirements for the equipment concerned

• Housekeeping standards procedures required in the workplace

• Site layout and obstacles

Required skills:

• Communicate effectively with others when checking and assessing the operational capability of equipment

• Read and interpret instructions, procedures, information, labels and signs relevant to the checking and assessing of the operational capability of equipment

• Interpret and follow operational instructions and prioritise work

• Complete documentation related to the checking and assessing of the operational capability of equipment

• Work collaboratively with others when checking and assessing the operational capability of equipment

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

• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Work may be conducted in:
• a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• limited or restricted spaces
• exposed conditions
• controlled or open environments

Purpose of equipment checking and inspection is to:
• ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability

Safety and operational capability checks may be performed:
• on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries

Visual checks may include but are not limited to:
• pressure over/under specification
• fluid leaks
• temperature over/under specifications
• cracks, surface or structural faults or other damage
• tightness of bolts, fixtures and fittings within specifications
Records/results of pre-operation tests may include:
- details of faulty equipment or specific components
- action taken
- results of testing
- details of repair and maintenance work to be undertaken

Operational checks may be performed by:
- operating/checking the functionality of various pieces of safety and component equipment (where applicable)

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- a fire or explosion
- faulty equipment/tools

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- equipment manufacturers
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications
Information/documents may include:

- workplace procedures and policies for the checking and assessment of the equipment concerned
- manufacturers specifications for equipment/tools
- equipment identification labels, barcodes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- export/import/quarantine/bond requirements
- relevant Australian standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB1107C  Set up and rig crane for lift

Unit Descriptor
This unit involves the skills and knowledge required to set up and rig a mobile crane for a lift, including the systematic positioning and stabilisation of the crane and its assembly. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the setting up and rigging of a crane prior to lift in a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1  Position and stabilise crane
1.1 Crane is directed to position as per job plan to ensure safe operation in accordance with applicable Australian Standards, codes of practice and manufacturers specifications
1.2 Ground is checked to ensure it is firm enough to bear the load
1.3 Appropriate plates or packing are correctly used to adequately distribute the load
1.4 Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and the appropriate Australian Standard and other relevant statutory regulations
1.5 Outrigger packing is checked for adequacy prior to and after lift is taken

2  Assemble crane
2.1 The block is reeved in accordance with manufacturers instructions
2.2 Any counterweights are installed to manufacturers specifications
2.3 Any attachments are set up in accordance with manufacturers instructions
2.4 Other personnel are assisted as necessary to ensure efficient and safe assembly and set up of crane
2.5 Any flies are assembled in accordance with manufacturers
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Procedures for prioritising and multi-tasking work
- Company work procedures concerning the setting up and rigging of a mobile crane at a worksite
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements
- Procedures for the identification and correct use of equipment, processes and procedures

Required skills:
- Communicate effectively with others when setting up and rigging a crane for a lift
- Read and interpret instructions, procedures, information and signs relevant to the setting up and rigging of a crane for a lift
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the setting up and rigging of a crane for a lift
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when setting up and rigging a crane for a lift
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when setting up and rigging a crane for a lift
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor condition of equipment

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

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include:
• movement of equipment, goods, materials and vehicular traffic

Customers may be:
• internal or external

Mobile crane may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying

Hazards may include:
• power lines
• noise, light, energy sources
• overhead service lines
• surrounding buildings, structures, facilities
• underground services
• obstructions
• uneven or unstable ground and recently filled trenches
• stationary and moving machinery and equipment
• hazardous or dangerous materials
• traffic hazards and congestion
• other vehicles and personnel

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
Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
o relevant and appropriate materials and/or equipment, and/or
o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
UNIT DESCRIPTOR

This unit involves the skills and knowledge required to plan a lifting job and set up work areas prior to the positioning and setting up of a mobile crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements work areas, designing the job plan and setting up the work area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

EMPLOYABILITY SKILLS

This unit contains employability skills.

APPLICATION OF THE UNIT

Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the planning of a mobile crane job and setting up of work areas prior to lift in a variety of operational contexts.

COMPETENCY FIELD

B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

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

1 Obtain and confirm job instructions/work specifications

1.1 Job instructions are obtained and checked to ensure specifications include all necessary information

1.2 Lift plan and other work specifications are interpreted and clarification sought if necessary

2 Coordinate loading of gear and equipment

2.1 Specific gear necessary for job is identified and obtained

2.2 Equipment is properly packed and secured according to company procedures to ensure injury and damage are avoided during transportation

3 Assess job requirements and work area

3.1 Adequate site access and egress is identified

3.2 Potential hazards are identified and appropriate elimination or control measures selected

3.3 Weight and dimensions of load are estimated or confirmed in consultation with customer and relevant personnel to ensure job is within limits of crane capacity

3.4 Site information is interpreted and requirements confirmed with site supervisor
3.5 Area is assessed to ensure there is sufficient space to establish crane and conduct lift
3.6 Need to move mobile crane is assessed and, where applicable, route to be travelled is planned to ensure crane traverses firm surfaces and slopes are avoided where possible
3.7 Any concerns about the safety or feasibility of the lift are discussed with the customer and if not resolved, reported to supervisor
3.8 Payment arrangements are confirmed with customer where required
3.9 Customer requirements are anticipated and suggestions made which will maximise safety and efficiency and minimise inconvenience

4 Design job plan
4.1 The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian Standards, codes of practice and equipment manufacturers specifications
4.2 Cranes load chart is consulted and information on permissible loads, radii, weights, boom and jib configurations taken into account in planning the job
4.3 The job plan takes into account job requirements and customer priorities, and workplace rules and procedures
4.4 Job plan is discussed and confirmed with relevant personnel
4.5 Job plan details are documented as required

5 Set up work area
5.1 Site personnel and public are advised of any danger and site/work area is isolated as necessary in line with legislative, regulatory and customer requirements
5.2 Site safety procedures are followed
5.3 Required protective equipment is identified and fitted in accordance with manufacturers guidelines and customer requirements
5.4 Ancillary equipment is assembled and erected where appropriate
5.5 Load destination and travel route where applicable are prepared to accept load

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
• Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
• Operational procedures for crane crews
• Prioritising and multi-tasking work
• Company work procedures for the planning of mobile crane jobs and the setting up of work areas
• Guidelines relating to the safe use of machinery and equipment
• Focus of operation of work systems and equipment
• Application of relevant agreements, codes of practice or other legislative requirements
• Identification and correct use of equipment, processes and procedures

**Required skills:**

• Communicate effectively with others when planning job and setting up work area
• Read and interpret instructions, procedures, information and signs relevant to the planning of a lifting job and the setting up of the work area
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the planning of a lifting job and the setting up of the work area
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when planning a lifting job and setting up the work area
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when planning a lifting job and setting up the work area in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor condition of equipment during setting up processes and take appropriate action
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

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
Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

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

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB1307C Maintain mobile cranes

Unit Descriptor
This unit involves the skills and knowledge required to carry out routine maintenance of a mobile crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements and work areas, designing the job plan and setting up the work area. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations and maintenance.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine maintenance principles and procedures to servicing and maintenance of mobile cranes in a variety of operational contexts.

This unit applies to maintenance activity on equipment used by the operator and is limited to lubrication, fluid, filter and accessory changing and checks for cracks, surface or structural faults or other damage.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT

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

PERFORMANCE CRITERIA

1 Plan maintenance operations

1.1 Tags, service records, log books and crane manufacturers information are read prior to commencing maintenance, noting previously identified and manufacturers recommendations

1.2 Maintenance schedules are read and maintenance tasks noted to match the schedule

1.3 A step by step procedure is worked out to minimise time delays and to sequence maintenance processes consistent with manufacturers recommendations

2 Complete pre-maintenance checks

2.1 Appropriate safe work area is selected for conduct of maintenance

2.2 Required tools, consumables and equipment are identified and assembled

2.3 Equipment is inspected for visible faults and loose or damaged components
3 Identify and assess any faults found

3.1 Conditions found are compared with manufacturers information and intended use of crane
3.2 Conditions noticed which may cause difficulties in the future are identified and the potential effect on the safe and efficient operation of the mobile crane is documented
3.3 Potential fault conditions are reported to the appropriate personnel

4 Conduct maintenance operations and safety check

4.1 Fluid replacements and lubrication operations are completed
4.2 Fluid levels are checked and adjusted
4.3 Mechanical components are checked for secure attachments and tensions
4.4 Mechanical adjustments are made
4.5 The maintenance plan is followed and appropriate adjustments are made to the plan to deal with unexpected events
4.6 Own work and crane system operations are checked to ensure that the crane's operational condition is to the required specifications
4.7 Tools, equipment and unused consumables are returned to the appropriate locations and waste is disposed of within workplace policy and procedures

5 Complete maintenance records

5.1 Accurate reporting of the results of the safety check and the maintenance conducted is completed and filed in accordance with procedures, industry guidelines and any statutory requirements
5.2 Clear reference in reports is made to any items which may not yet require maintenance but may affect the future working condition or safety of the mobile crane

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulations, permit and licence requirements pertaining to mobile crane operational safety and maintenance
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational safety and maintenance procedures for crane crews
- Use, characteristics, capabilities and limitations of the lubrication and adjustment tools and equipment
- Workplace procedures for the planning of mobile crane jobs and the setting up of work areas
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of crane systems and equipment
• Application of relevant agreements, codes of practice or other legislative requirements

**Required skills:**
• Communicate effectively with others when maintaining a mobile crane
• Read and interpret instructions, procedures, information and signs relevant to the maintenance of a mobile crane
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the maintenance of a mobile crane
• Work collaboratively with others when maintaining a mobile crane
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Identify non-conformities which may compromise operational capability
• Implement contingency plans for unexpected maintenance issues
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Prioritise and multi-task work when maintaining a mobile crane
• Monitor work activities in terms of planned maintenance schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self, others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify and correctly use crane equipment and related maintenance processes and procedures
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes when maintaining a mobile crane

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

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include:
• movement of equipment, goods, materials and vehicular traffic

Customers may be:
• internal or external
Mobile crane may be involved in work in a range of industry sectors including:

- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Maintenance may include:

- routine inspections of crane and its associated equipment
- checks prior to operations
- checks on completion of operations
- checks on completion of repairs

Routine checks/servicing may include:

- checking and topping up of water levels
- replacement of oils
- replacement of air in tyres
- checking pressure, fluid leaks, temperature
- checking tightness of bolts, fixtures, attachments and fittings to ensure they are within specifications
- checking for cracks, surface or structural faults or other damage

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety checks may include:

- warning devices
- operating lights or audible cues
- braking and transmissions
- lifting devices
- steering and suspension
- windscreen wipers
- isolation switches and shut down devices
- mechanical, electrical, electronic, hydraulic or pneumatic components
Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Documentation/records may include:

- codes of practice and regulatory requirements concerning crane maintenance and safety
- operations manuals including load charts and crane and rigging manuals
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- personal and work area procedures and practices
- induction documentation
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations pertaining to the maintenance and safety of mobile cranes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  
  o relevant and appropriate materials and/or equipment, and/or
  
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  
  o through appropriately simulated activities at the registered training organisation, and/or
  
  o in an appropriate range of situations in the workplace
TLIB1407C

Load and unload wheeled or tracked crane

Unit Descriptor
This unit involves the skills and knowledge required to unload and load a wheeled or tracked mobile crane from and onto a float, including inspecting the worksite, unloading and loading crane from and onto float and securing the crane prior to travel. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the loading and unloading of a tracked crane prior to lift in a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Inspect site
1.1 Site access and exit routes are identified
1.2 Site hazards are identified
1.3 Loading and unloading area is selected based on assessment of work site requirements, physical conditions, proximity to job and safety of operations

2 Unload/load crane from/onto float
2.1 Vehicle is inspected and checked prior to unloading
2.2 Pre-operational checks are conducted in accordance with manufacturers instructions and workplace requirements
2.3 Float is positioned on site in designated loading/unloading area noting ground conditions and potential site hazards
2.4 Lashings, chains, stabilisers and chocks are safely removed and correctly stowed and secured in designated areas
2.5 Loading ramps are secured
2.6 Crane is driven on/off float ensuring no injury to personnel or damage to equipment and site
2.7 Crane is stabilised, shut down and secured

3 Secure crane for travel
3.1 Weight and dimensions of crane are established and compared to carrying capacity of vehicle
3.2 Crane is correctly positioned on float
3.3 Crane is secured using appropriate securing equipment and shackled to anchorage points in accordance with workplace/float securing system and manufacturers specifications
3.4 Securing equipment is tightened to ensure security during travel
3.5 Ramps are loaded and secured

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Application of relevant agreements, codes of practice or other legislative requirements
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Identification and correct use of equipment, processes and procedures related to the loading and unloading of wheeled or tracked cranes
- Focus of operation of work systems and equipment
- Operational procedures for crane crews
- Procedures for prioritising and multi-tasking work
- Wheeled or tracked mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Workplace procedures for the planning of mobile crane jobs and the setting up of work areas
- Workplace procedures for the loading and unloading of wheeled or tracked cranes
- Guidelines relating to the safe use of machinery and equipment

Required skills:
- Communicate effectively with others when loading and unloading wheeled or tracked cranes
- Read and interpret instructions, procedures, information and signs relevant to the loading and unloading of wheeled or tracked cranes
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of wheeled or tracked cranes
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when loading and unloading wheeled or tracked cranes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur during the loading and unloading of wheeled or tracked cranes in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that could occur during the loading and unloading of wheeled or tracked cranes
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted: • day or night
• in a variety of weather conditions

Environment may include: • movement of equipment, goods, materials and vehicular traffic

Customers may be: • internal or external

Mobile crane may include: • any wheeled or tracked unit

Mobile crane may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying
Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction processes
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB1507C  Undertake site inspection

Unit Descriptor
This unit involves the skills and knowledge required to undertake a site inspection in preparation for a lift requiring a mobile crane, including arranging the site inspection, clarifying customer requirements, defining job requirements and completing necessary records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations and safety.

Work is performed with general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to conduct of site inspections prior to mobile crane lifts in a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Arrange site inspection
1.1 Available information about customer requirements is obtained from relevant personnel
1.2 Need for site inspection is confirmed through appropriate questioning and discussion
1.3 Mutually acceptable meeting time is arranged with customer
1.4 Full customer details are recorded according to workplace procedures

2 Clarify customer requirements
2.1 Customer needs and perception of job are clearly established through appropriate questioning and discussion
2.2 Alternative job methods are suggested where applicable and a safe and cost effective method negotiated with the customer
2.3 Clients ability to provide any necessary competent personnel is ascertained

3 Define job requirements
3.1 Information regarding load and movement requirements is accessed and any necessary measurements are taken to enable accurate estimation of job requirements
3.2 Specific scheduling needs are ascertained taking into account legislative and customer requirements
3.3 Information from site inspection and customer is used to
identify hazards and contingencies
3.4 Specific site and job requirements are identified
3.5 Lift study is arranged as required to provide additional information or meet customer expectations
3.6 Necessity to be on site during lift is assessed in line with workplace policy taking into consideration complexity of job, potential hazards and expertise of available personnel
3.7 Need for permits/authorisations is determined

4 Complete records
4.1 Required records are updated accurately, legibly and promptly according to workplace procedures
4.2 Records include all relevant information about the job

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation and safety
• Relevant OH&S and environmental procedures and regulations
• Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
• Site inspection procedures and protocols
• Operational procedures for crane crews for the conduct of a site inspection for a lift using a mobile crane
• Guidelines relating to the safe use of machinery and equipment
• Focus of operation of work systems and equipment
• Application of relevant agreements, codes of practice or other legislative requirements

Required skills:
• Communicate effectively with others when conducting a site inspection for a lift using a mobile crane
• Read and interpret instructions, procedures, information and signs relevant to a site inspection for a lift using a mobile crane
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to a site inspection for a lift using a mobile crane
• Work collaboratively with others when conducting a site inspection for a lift using a mobile crane
• Plan own work including predicting consequences and identifying improvements
• Prioritise and multi-task work
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may be identified when conducting a site inspection for a lift using a mobile crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when conducting a site inspection for a lift using a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify and correctly use equipment, processes and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

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

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include:
- movement of equipment, goods, materials and vehicular traffic

Customers may be:
- internal or external

Mobile crane may be involved in work in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Sites may include:
- building and construction sites
- demolition sites
- wharves
- tree lopping/removal sites
- mining sites
Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

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

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction processes
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- site plan
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts.
- Resources for assessment include:
  - A range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace.
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and/or equipment, and/or
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - Through appropriately simulated activities at the registered training organisation, and/or
  - In an appropriate range of situations in the workplace.
TLIB1607C De-rig, pack and store tools and equipment

Unit Descriptor
This unit involves the skills and knowledge required to de-rig a mobile crane and to pack and store tools and equipment, including inspecting tools and equipment, securing outriggers, packing and storing tools and equipment and completing necessary records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the de-rigging of a mobile crane and the packing and storage of tools and equipment in a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Inspect tools and equipment
1.1 Rigging gear is removed and inspected for damage and defects
1.2 Damaged and defective gear is tagged and segregated for testing/repair/disposal by a qualified person

2 Secure outriggers
2.1 Any outriggers, stabilisers, counterweights and attachments are secured and stowed in accordance with manufacturers instructions
2.2 Outrigger packing is dismantled and stowed securely

3 Pack and store tools and equipment
3.1 Gear is cleaned as required and stored appropriately
3.2 Additional gear is returned to depot, marked off and stored according to workplace procedures
3.3 Other personnel are assisted as necessary to ensure efficient pack up

4 Complete records
4.1 Required workplace records are updated and processed accurately and promptly
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews concerning the de-rigging of cranes and the packing and storing of tools and equipment
- Defects that may be identified when de-rigging a crane and appropriate action that should be taken
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

Required skills:
- Communicate effectively with others when de-rigging a mobile crane
- Read and interpret instructions, procedures, information and signs relevant to the de-rigging of a mobile crane
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when de-rigging a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when de-rigging a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Prioritise and multi-task work
- Plan own work including predicting consequences and identifying improvements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
• Check condition of equipment when de-rigging a mobile crane
• Identify and correctly use equipment, processes and procedures

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

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include:
• movement of equipment, goods, materials and vehicular traffic

Customers may be:
• internal or external

Mobile crane may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying

Hazards may include:
• power lines
• noise, light, energy sources
• overhead service lines
• surrounding buildings, structures, facilities
• underground services
• obstructions
• uneven or unstable ground and recently filled trenches
• stationary and moving machinery and equipment
• hazardous or dangerous materials
• traffic hazards and congestion
• other vehicles and personnel

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
Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/information may include:

- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB1707C  Assemble and dismantle boom or jib

Unit Descriptor
This unit involves the skills and knowledge required to assemble and dismantle a boom and jib on a lattice boom mobile crane, including planning the assembly/dismantling and following correct procedures for the boom/jib assembly and disassembly. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to assembly and dismantling of booms and jibs on lattice boom mobile cranes in a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Plan assembly/dismantling
1.1 Site selected to assemble/dismantle the boom and/or jib is as level as possible and unobstructed
1.2 A plan for the assembly and dismantling of the crane is developed in accordance with the appropriate Australian Standard, other statutory regulations, licensing requirements and manufacturers specifications including any licensing requirements

2 Assemble/dismantle boom or jib
2.1 Equipment, including personal protective equipment, is assembled and used as appropriate for the requirements of the task
2.2 The plan for assembly or dismantling of the boom/jib is carried out in accordance with manufacturers specifications, appropriate Australian Standards and other relevant statutory regulations and guides
2.3 All connections on boom and jib pendants and rope anchorages are checked before boom is raised to ensure they are in good order, tight and secure
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane assembly and dismantling
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews concerning the assembling and dismantling of booms and jibs on lattice boom mobile cranes
- Defects that may be identified when assembling and dismantling a boom/jib and appropriate action that should be taken
- Guidelines relating to the safe use of machinery and equipment
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

**Required skills:**
- Communicate effectively with others when assembling and dismantling mobile crane booms and jibs
- Read and interpret instructions, procedures, information and signs relevant to the assembling and dismantling of mobile crane booms and jibs
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the assembly and dismantling of mobile crane booms and jibs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur during the assembly and dismantling of mobile crane booms and jibs in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur during the assembly and dismantling of mobile crane booms and jibs
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor condition of equipment during the assembly and dismantling of mobile crane booms and jibs and take appropriate action if required

**RANGE STATEMENT**

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

**Operations may be conducted:**
- day or night
- in a variety of weather conditions

**Environment may include:**
- movement of equipment, goods, materials and vehicular traffic

**Customers may be:**
- internal or external

**Mobile crane may be any lattice boom mobile crane involved in work in a range of industry sectors including:**
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

**Hazards may include:**
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

**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
Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for assembly may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- slings, chains, nets, brackets and other specialised lifting equipment
- personal protective equipment
- support trucks

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/information may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and licence/permit requirements pertaining to the assembly of mobile cranes
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  o access to an appropriate range of relevant
    operational situations in the workplace

- In both real and simulated environments, access is
  required to:
  o relevant and appropriate materials and/or
    equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
  registered training organisation
- As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at
    the registered training organisation, and/or
  o in an appropriate range of situations in the
    workplace
**TLIB1807B**  
**Conduct full train examination**

**Unit Descriptor**  
This unit involves the skills and knowledge required to conduct a full train examination in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for the examination of the train, preparing the train for examination, examining the rolling stock, examining the loads, and documenting and actioning the examination results. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the conduct of a full train examination as part of workplace activities across a variety of operational contexts within the Australian rail industry.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 Prepare for examination

1.1 Train consist and information on load detail is established for examination purposes

1.2 Location for full train examination is confirmed and other relevant personnel notified of examination

1.3 Customer defect notices/carded wagon information is established for examination purposes

1.4 Materials and equipment required to conduct the full train examination are prepared

1.5 OH&S requirements applicable to the examination are confirmed

1.6 Other relevant train documentation is accessed and reviewed to establish key information on rolling stock required for examination

2 Prepare train for examination

2.1 Applicable safety device or system is used to ensure train is isolated or secured for examination

2.2 Road is locked out using appropriate techniques to ensure
safety during examination

2.3 Flags, banners, signs and other relevant safety equipment is positioned before and during examination to ensure safety is maintained

3 Examine rolling stock

3.1 Types of rolling stock and capacities are confirmed as appropriate for the safe transportation of passengers or freight

3.2 Brake systems are checked and all brake tests are conducted and certificates issued as appropriate

3.3 Structure of rolling stock and major components are checked and tested to ensure operational safety

3.4 Rolling stock is carded and information is recorded within enterprise system

3.5 Train irregularities are noted and corrective action initiated in accordance with operational requirements

3.6 End-of-train monitor is attached and correct operation is confirmed

3.7 OH&S legislation, codes of practice, policies and procedures are observed during the examination to prevent injury and damage

3.8 Communication is maintained with other personnel involved to ensure safe, efficient and complete examination

4 Examine loads

4.1 Load security is checked and confirmed to meet operational safety requirements

4.2 Load contamination is identified and rectified in accordance with OH&S and dangerous goods requirements

4.3 Load dimensions are confirmed appropriate to wagon type and checked against documentation for accuracy

5 Document and action examination results

5.1 Required documentation is completed and forwarded for recording examination results and initiating any required corrective actions

5.2 Other relevant personnel are informed of remedial or appropriate action required prior to resumption of train service

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling

- Workplace procedures for the conduct of a full train examination
• Train movement documentation procedures
• Communication protocols
• Procedures to be followed in the event of an emergency
• Standards and specifications for all items requiring examination during a train examination
• Signals and signalling systems
• Contingency management processes for unplanned events

Required skills:
• Communicate effectively with others when conducting a full train examination
• Read and interpret instructions, procedures, information and signs relevant to the conduct of a full train examination
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to a full train examination
• Operate electronic communication equipment to required protocol
• Work both individually and as part of a team when conducting a full train examination
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions identified during a full train examination in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur during a full train examination
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Assess rolling stock defects when conducting a full train examination
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations conducted by day or night in:
• the full range of weather conditions
• the full range of light conditions
• typical running temperatures of trains
Locations for examinations may include:
- heavy traffic
- high volume city freight terminals
- remote regional yard and siding locations

Persons involved in examination may include:
- self only or self in conjunction with other personnel

Train under examination may be:
- loaded or unloaded

Items examined may include:
- brake equipment
- draw gear
- superstructures
- out-of-gauge conditions
- wheels and axles
- bearings
- locking and securing devices
- dangerous goods condition and separation
- air and electrical connections
- load condition (damage, leaks etc.)
- load securing devices (chains, ropes, pins etc.)
- steps, handrails and handbrakes
- rolling stock sequence
- trailing items (ropes, hoses etc.)
- bogies and brake rigging

Communication methods may include:
- written
- verbal
- line-of-sight signals
- radio

Relevant personnel can include:
- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals
Safety and protective equipment may include:

- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Corrective action may include:

- notification of others who will deal with problem
- detachment and replacement of defective rolling stock

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and instructions and job specification
- induction and training materials
- repair cards and books
- inspection reports
- consist forms
- wagon cards
- transport instructions
- incident reports
- safeworking forms
- out-of-gauge documents
- load and weight records
- dangerous goods manifest
- drivers advice (train load)
- mechanical condition advice forms
- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
TLIB1807B Conduct full train examination

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB1907B**  
**Test train braking system**

**Unit Descriptor**  
This unit involves the skills and knowledge required to test train braking systems in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes planning and preparing for train brake inspection and testing, inspecting and testing train brake operation, dealing with identified faults, and recording the results of a brake test in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the testing of a train braking system as part of workplace activities across a variety of operational contexts within the Australian rail industry.

**Competency Field**  
B – Equipment Checking & Maintenance

## ELEMENT

**PERFORMANCE CRITERIA**

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

### 1 Plan and prepare for train brake inspection and testing

1.1 Brake test documentation, rolling stock data and other relevant reports are read to confirm required action

1.2 Appropriate tools and equipment are obtained and checked prior to inspection

1.3 OH&S legislation, codes of practice, policies and procedures are identified and followed

1.4 Train is isolated or secured in accordance with workplace procedures to make the work area safe for the inspection

### 2 Inspect and test train brake operation

2.1 Brake leakage test is conducted to ensure compliance to required standards

2.2 Where required by workplace procedures, modified brake tests are conducted to workplace procedures to meet required standard

2.3 Air continuity test is conducted to conform with workplace procedures to ensure train braking system meets functional
2.4 Brakes are applied and released on train and their function confirmed
2.5 Defects and faults are identified and rolling stock is carded

3 Deal with identified faults
3.1 Procedures for replacement or repair of identified defective components are implemented in accordance with workplace procedures and manufacturers specifications
3.2 Confirmation/verification of minor repairs or replacements is obtained
3.3 Defective rolling stock not fit to run is identified and detachment arrangements made in compliance with operational requirements

4 Record brake test
4.1 Brake test records are prepared or endorsed to reflect inspection results
4.2 Records are circulated and filed in accordance with workplace policies and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Brake systems, their components and their operation
- Types of brake tests and their purpose
- Tools and equipment applications
- Diagnostic techniques
- Communication protocols
- Documentation requirements relating to brake testing
- Procedures for completing relevant documentation
- Procedures to be followed in the event of an emergency

Required skills:
- Communicate effectively with others when testing train braking systems
- Read and interpret instructions, procedures, information and signs relevant to the testing of train braking systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing of train braking systems
- Operate electronic communication equipment to required protocol
• Work collaboratively with others when testing train braking systems
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when testing train braking systems in accordance with regulatory requirements and workplace procedures
• Apply rail safety practices and regulations
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Assess brake system defects
• Operate and adapt to differences in brakes and related equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations conducted by day or night in:
• the full range of weather conditions
• the full range of light conditions
• typical running temperatures of trains

Locations for tests may include:
• heavy traffic
• high volume city freight terminals
• remote regional yard and siding locations

Movement status of rolling stock to be tested may include:
• arriving
• departing
• stationary

Load status of train during brake testing may be:
• loaded or unloaded

Tests may include:
• brake leakage test
• air continuity test
• modified brake test
• train brake test
• hose and pipe components repair or replacement
Safety and protective equipment may include:

- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Relevant personnel can include:

- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and instructions and job specification
- induction and training materials
- brake instruction documentation
- safeworking documentation
- brake test certification
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

• applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation
• relevant Australian Standards

EVIDENCE GUIDE

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

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

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIB2007B Visually inspect stationary train**

**Unit Descriptor**

This unit involves the skills and knowledge required to visually inspect a stationary train in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing for the visual inspection, inspecting the train, and documenting and actioning the inspection results. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the visual inspection of a stationary train as part of workplace activities across a variety of operational contexts within the Australian rail industry.

**Competency Field**

B – Equipment Checking & Maintenance

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

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

1 **Prepare for a visual inspection of a stationary train**

   1.1 Inspection location and requirements are obtained and inspection activities planned

   1.2 Materials, documents and equipment required for the inspection are identified, obtained, and prepared for use

   1.3 Visual inspection is started at planned time and location to minimise delays to train availability

   1.4 Train identification and status is confirmed and required actions taken to ensure train remains safe for duration of inspection

   1.5 Individual responsibilities required to complete inspection are agreed with relevant personnel

   1.6 Conditions are assessed and necessary actions taken to ensure inspection is effective

2 **Carry out a visual inspection of a stationary train**

   2.1 Visual inspection is undertaken in accordance with workplace procedures

   2.2 Communication is maintained with relevant personnel to
To ensure safe, efficient and complete inspection.

2.3 Condition of rolling stock, couplings and load are visually inspected and obvious faults, wagons and locations documented.

2.4 Wagons are carded, in accordance with workplace policies and procedures, where required by inspection result.

2.5 Apparent problems are investigated further and corrected, where possible.

2.6 Conditions requiring urgent action are noted and appropriate action taken to initiate immediate response.

3 Document and action inspection results

3.1 All required documentation is completed and forwarded to record inspection results and initiate corrective actions.

3.2 Appropriate personnel are informed of actions required prior to movement of train.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.
- Procedures for planning a visual inspection of a stationary train.
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.
- Procedures for carrying out a visual inspection of a stationary train.
- Security procedures.
- Issue resolution procedures.
- Standards and specifications for all items requiring examination.
- Contingency management processes for unexpected events that may arise when carrying out a visual inspection of a stationary train.
- Communication protocols related to the visual inspection of a stationary train.
- Documentation requirements relating to visual examination.
- Procedures for completing relevant documentation.
- Guidelines relating to equipment capability and limitations.

Required skills:

- Communicate effectively with others when carrying out a visual inspection of a stationary train.
- Read and interpret instructions, procedures, information and signs relevant to carrying out a visual inspection of a stationary train.
- Interpret and follow operational instructions and prioritise work.
- Complete documentation related to a visual inspection of a stationary train.
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when carrying out a visual inspection of a stationary train
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when carrying out a visual inspection of a stationary train in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected situations that may arise when carrying out a visual inspection of a stationary train
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in rolling stock and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Assess rolling stock defects

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

Operations conducted by day or night in:
• the full range of weather conditions
• the full range of light conditions
• typical running temperatures of trains

Locations for examinations may include:
• heavy traffic
• high volume city freight terminals
• remote regional yard and siding locations

Persons involved in examination may include:
• self only or self in conjunction with other personnel

Train under examination may be:
• loaded or unloaded
Items examined may include:
- brake equipment
- draw gear
- superstructures
- out-of-gauge conditions
- wheels
- load and discharge doors
- locking and securing devices
- dangerous goods condition and separation
- air and electrical connections
- load condition (damage, leaks etc)
- load securing devices (chains, ropes, pins etc)
- trailing items (ropes, hoses etc)

Communication methods may include:
- written
- verbal
- line-of-sight signals
- radio

Relevant personnel may include:
- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Safety and protective equipment may include:
- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and instructions and job specification
- induction and training materials
- repair cards and books
- inspection reports
- consist forms
- wagon cards
- transport instructions
- incident reports
- safeworking forms
- out-of-gauge documents
- load and weight records
- dangerous goods manifest and declarations
- drivers advice (train load)
- mechanical condition advice forms
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

EVIDENCE GUIDE

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

Critical aspects for assessment

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB207C  Test equipment and isolate faults

Unit Descriptor
This unit involves the skills and knowledge required to test equipment and isolate faults in accordance with workplace requirements, including identifying scope of the operational test; planning operational tests; checking the equipment through full operating range; and isolating faults and/or formulating recommendations for adjustment, repair or replacement in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the testing of equipment and the isolation of faults.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures to the testing and the isolation of faults in equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Identify scope of operational check
1.1 Physical condition of equipment is observed
1.2 Test procedures and parameters are identified in accordance with workplace procedures and manufacturers specifications
1.3 Preliminary observations are recorded
1.4 Test procedures are discussed with appropriate staff and necessary permission obtained

2 Plan operational checks
2.1 Specifications and notes from preliminary observations are checked and areas to be clarified are identified
2.2 Sequence of tests is planned noting areas where results and observations should be recorded
2.3 Safe area for testing is identified
2.4 Arrangements are made for any additional resources (including staff)

3 Check unit through full operating range
3.1 Test is undertaken observing relevant safety and operational requirements
3.2 Results are recorded and findings confirmed
4 Isolate fault and/or formulate recommendations

4.1 Proposals for equipment repair are recorded based on faults found, cost/time implications and workplace approval systems

4.2 Report is explained to relevant workplace personnel including any options and recommendations

4.3 Parts are procured and/or repairs undertaken in accordance with enterprise procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of regulatory requirements applicable to the testing of equipment and the isolation of faults
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the testing of equipment and the isolation of faults, including the tagging and reporting of faulty equipment and components
- Focus of operation of work systems, equipment, management and site operating systems for the testing of equipment and the isolation of faults
- Fault-finding techniques including identification of cost/time effective rectification procedures
- Tools, meters, gauges and equipment used during the testing of equipment and the isolation of faults and the precautions and procedures that should be followed in their use
- Guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items
- Faults that may occur with equipment, and appropriate action that can be taken to report and/or rectify the identified faults in the equipment or its components
- The characteristics, capabilities and limitations of the equipment
- Operational safety requirements for the equipment concerned
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Documentation and record requirements

Required skills:
- Communicate effectively with others when testing equipment and isolating faults
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the testing of equipment and the isolation of faults
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing of equipment and the isolation of faults
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when testing equipment and isolating faults
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when testing equipment and isolating faults in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use relevant meters, gauges, equipment and tools when testing equipment and isolating faults
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Apply basic mechanical, hydraulic, electrical and electronic principles to testing and fault identification activities

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

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Tests and the isolation of faults may be performed: • on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• high visibility clothing
Tests may include but are not limited to:

- tests of operational performance
- tests as part of routine servicing
- identification of causes of poor or out-of-specification performance
- tests following servicing and/or adjustment of equipment

Records/results of tests may include:

- details of faulty equipment or specific components
- details of action taken
- results of testing and associated recommendations
- details of repair and maintenance work to be undertaken

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- a fire or explosion
- faulty equipment/tools

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- equipment manufacturers
- site visitors
- contractors
- official representatives

Communication in the work area may include:

- phone
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications
Information/documents may include:

- workplace procedures and policies for the checking and assessment of the equipment concerned
- manufacturers specifications for equipment/tools
- equipment identification labels, barcodes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the checking and operation of the equipment concerned
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB2107B  Conduct train roll-by inspection

Unit Descriptor
This unit involves the skills and knowledge required to conduct a train roll-by inspection in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes preparing to carry out a roll-by inspection of a moving train, inspecting the moving train in accordance with workplace procedures, and reporting and actioning the inspection results. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the conduct of a roll-by inspection of a moving train as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Prepare for a roll-by inspection
1.1 Position is taken for the roll-by inspection of a moving train at the planned time to ensure complete observation without personal risk
1.2 Individual responsibilities required to complete the roll-by inspection are agreed, where necessary, with relevant personnel
1.3 Conditions are assessed and necessary actions are taken to ensure roll-by inspection is effective

2 Conduct a roll-by inspection of a moving train
2.1 Train identification and status is confirmed to ensure a roll-by inspection is appropriate
2.2 Inspection is undertaken systematically to ensure maximum effectiveness
2.3 Communication is maintained with relevant personnel to ensure safe, efficient and complete roll-by inspection
2.4 Inspection is conducted in accordance with OH&S workplace
policies and procedures to prevent injury and damage

2.5 Condition of rolling stock and load are observed as the train passes and specific faults, wagons and locations are identified and noted

2.6 Conditions requiring urgent action are noted and appropriate action taken to initiate immediate response

3 Report and action roll-by inspection results

3.1 All required documentation is completed and forwarded to record inspection results and initiate corrective actions

3.2 Appropriate personnel are informed of actions required to minimise risk from continued movement of train

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Procedures for planning a roll-by inspection of a moving train
- Procedures for carrying out a roll-by inspection of a moving train
- Procedures for completing documentation relevant to a roll-by inspection of a moving train
- Security procedures
- Issue resolution procedures
- Standards and specifications for all items requiring examination
- Contingency management processes for unexpected situations that may arise when carrying out a roll-by inspection of a moving train
- Communication protocols
- Documentation requirements relating to a roll-by inspection
- Guidelines relating to equipment capability and limitations

Required skills:

- Communicate effectively with others when carrying out a roll-by inspection of a moving train
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to a roll-by inspection of a moving train
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out a roll-by inspection of a moving train
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out a roll-by inspection of a moving train in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected situations that may occur when carrying out a roll-by inspection of a moving train
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Assess any rolling stock defects and take appropriate action
• Select and use relevant equipment and materials
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Operations conducted by day or night in:
• the full range of weather conditions
• the full range of light conditions
• typical running temperatures of trains

Locations for examinations may include:
• heavy traffic
• high volume city freight terminals
• remote regional yard and siding locations

Persons involved in examination may include:
• self only or self in conjunction with other personnel

Load status of train during examination may include:
• loaded or unloaded
Items examined may include:

- brake equipment
- draw gear
- superstructures
- out-of-gauge conditions
- wheels
- bearings
- locking and securing devices
- dangerous goods condition and separation
- air and electrical connections
- load condition (damage, leaks etc.)
- load securing devices (chains, ropes, pins etc.)
- trailing items (ropes, hoses etc.)

Communication methods may include:

- written
- verbal
- line-of-sight signals
- radio

Relevant personnel can include:

- train controllers
- other train examiners/inspectors
- maintenance personnel
- train crews
- yard and other operational personnel
- those responsible for controlling signals

Safety and protective equipment may include:

- high visibility clothing
- end of train markers
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and instructions and job specification
- induction and training materials
- repair cards and books
- inspection reports
- consist forms
- wagon cards
- transport instructions
- incident reports
- safeworking forms
- out-of-gauge documents
- load and weight records
- dangerous goods manifest
- drivers advice (train load)
- mechanical condition advice forms
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where train operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB2207B  Diagnose and rectify minor faults

Unit Descriptor
This unit involves the skills and knowledge required to diagnose and rectify minor faults in accordance with workplace requirements, including identifying maintenance and/or repair requirements, conducting minor maintenance and routine repairs, checking and reporting minor repairs and/or maintenance, and providing support in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to fault diagnosis and rectification.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine minor fault diagnosis and rectification procedures to maintain the safety and operation of equipment across a variety of operational rail transport contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify maintenance/repair requirements
1.1 Condition of rolling stock and/or motive power unit ancillary equipment is assessed
1.2 Faulty or damaged components or equipment are identified and assessed for component exchange or minor repair
1.3 Equipment and tools required are identified and obtained
1.4 Work areas and equipment are prepared and made safe for repair/maintenance/component exchange activities

2 Conduct minor maintenance and routine repairs
2.1 Minor repair/maintenance/component exchange are carried out to comply with the manufacturers specifications and workplace procedures
2.2 Equipment, tools and materials required are operated, applied and handled to conform to OH&S requirements and manufacturers specifications to prevent injury and damage

3 Check and report minor repairs/maintenance
3.1 Minor repair/maintenance/component exchange activities are checked for compliance with safety requirements and workplace procedures
3.2 Equipment is checked to confirm that it has been restored to operational standards
3.3 Repair/maintenance/component exchange activities are documented in appropriate records or log books

4 Provide support

4.1 Repairs/maintenance/component exchange activities requiring support are identified and level of support established
4.2 Assistance to repair/maintenance/component exchange activities is provided where required
4.3 Repair/maintenance/component exchange work not able to be undertaken or completed is reported to appropriate personnel for follow-up action
4.4 Work site is checked for cleanliness and operational safety and appropriate action taken to restore site and equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state/territory regulations, codes of practice and safeworking system requirements
- Relevant OH&S and environmental protection requirements
- Workplace procedures and policies for the diagnosis and repair of minor faults
- Typical minor repair problems that can occur and related action that should be taken
- Tools and equipment used when diagnosing and rectifying minor faults and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency
- Workplace component and material supply system

Required skills:
- Communicate effectively with others when diagnosing and rectifying minor faults
- Read and interpret instructions, procedures, information and signs relevant to the diagnosis and rectification of minor faults
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when diagnosing and rectifying minor faults
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when diagnosing and rectifying minor faults in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may occur when diagnosing and rectifying minor faults
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures

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

Equipment, 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

Operations may be carried out in typical rail transport situations, including:

• operations conducted at day or night
• typical weather conditions.
• in confined spaces, exposed conditions and controlled or open environment

Minor maintenance/repair component exchange may include:

• minor component change out
• diagnosing minor faults
• identifying correct lubricants
• identifying correct fuel and carrying out refuelling
• identifying correct solvents and cleaning fluids
• maintaining fluid and air pressures
• replacing faulty/damaged/worn equipment
• servicing and cleaning batteries
• inspecting wheels and ancillary equipment in cabin or on rolling stock
Safety equipment may include:  
- high visibility clothing  
- end of train markers  
- sunscreen and sun glasses  
- insect repellent  
- gloves, safety headwear, mask and footwear  
- portable radios  
- flags and hand lamps  
- safety glasses and hearing protection  
- safety devices

Environmental hazards may include:  
- leaking oil and fuel  
- defective or inappropriately adjusted exhaust systems  
- inappropriate disposal of fluids in drains or sewerage systems  
- inappropriate disposal of waste and rubbish

Consultative processes may involve:  
- workplace personnel including supervisors and managers  
- equipment manufacturers representatives and contractors  
- union representatives  
- industrial relations and OH&S specialists  
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures  
- enterprise procedures  
- organisational procedures  
- established or standard procedures

Contingency processes may relate to:  
- personal injury  
- tool malfunctions

Operators of mechanised equipment must have:  
- undertaken training and, where appropriate, hold the relevant license, permit or certificate  
- be recognised as competent for the class of machinery being used
Information/records may include:
- workplace operational and technical instructions and procedures for the diagnosis and rectification of minor faults
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the diagnosis and rectification of minor faults
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when diagnosing and rectifying minor faults
- OH&S procedures
- QA plans and procedures
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:
- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

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

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

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

• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB2307B  Provide sanitation and water services support to passenger transportation units

**Unit Descriptor**
This unit involves the skills and knowledge required to provide sanitation and water services support to passenger transportation units in accordance with workplace and regulatory requirements, including planning the decanting and watering of passenger vehicles, carriages or vessels; providing a decanting and water service; and completing all decanting and watering operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures to the provision of sanitation and water services support to passenger transportation units in the transport and allied industries.

**Competency Field**
B – Equipment Checking & Maintenance

---

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1 **Plan decanting and watering of passenger vehicles/carriages/vessels**
   1.1 Transport systems vehicles, carriages or vessel type are identified to assess the nature and extent of the servicing required
   1.2 Sanitary waste removal and water system refill are planned to ensure minimal inconvenience and delay to customers and services

2 **Provide decanting service**
   2.1 Decanting unit is connected to transport units waste tanks in accordance operational requirements
   2.2 Transport units waste is removed to holding tanks in accordance with workplace procedures
   2.3 Decanting unit is disconnected from transport unit and unit is cleaned to meet workplace and health and hygiene regulations

3 **Provide water service**
   3.1 Water supply is connected to transport units water storage
tanks in accordance with operational requirements

3.2 Transport units water storage tanks are filled in accordance with occupational health and safety regulations

3.3 Water supply is disconnected from transport unit and unit cleaned to meet workplace and health and hygiene regulations

4 Complete decanting and watering

4.1 Documentation is completed concerning the removal of waste and the supply of water

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of sanitation and water services support to passenger transportation units, including the discharging of waste and the charging of water containers
- Focus of operation of work systems, equipment, management and site operating systems for the provision of sanitation and water services support to passenger transportation units
- Equipment, chemicals and materials used during the provision of sanitation and water services support to passenger transportation units, and the precautions and procedures that should be followed in their use
- Problems that may occur when providing sanitation and water services support to passenger transportation units and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication requirements when providing sanitation and water services support to passenger transportation units, including radio operation
- Housekeeping standards procedures required in the workplace
- Site layout

Required skills:

- Communicate effectively with others when providing sanitation and water services support to passenger transportation units
- Read and interpret instructions, procedures, information, labels and signs relevant to the provision of sanitation and water services support to passenger transportation units
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of sanitation and water services support to passenger transportation units
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing sanitation and water services support to passenger transportation units
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when providing sanitation and water services support to passenger transportation units in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when providing sanitation and water services support to passenger transportation units
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select and safely use relevant equipment and materials when providing sanitation and water services support to passenger transportation units
• Select, mix and apply appropriate cleaning materials
• Handle and store hazardous substances and materials
• Store cleaning materials and equipment

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

Work may be conducted in: • a range of work environments  
  • by day or night
Transportation units may include: • rail carriages, buses, coaches, ferries and other transport units incorporating water and sanitation services
Cleaning and decanting equipment may include: • mops  
  • buckets  
  • hoses  
  • pumps  
  • waste tanks
Reporting may include: • verbal communication  
  • written communication
Hazards in the work area may include exposure to: • chemicals  
  • dangerous or hazardous substances
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- high visibility clothing

Consultative processes may involve:
- other workplace personnel
- supervisors and managers

Communication in the work area may include:
- phone
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- manufacturers specifications for equipment/materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code
- relevant health and hygiene legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or
0 in an appropriate range of situations in the workplace
TLIB2407B  Clean transportation units and facilities for passenger use

Unit Descriptor
This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements, including identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the cleaning of transportation units and facilities for passenger use.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures to the cleaning of transportation units and facilities for passenger use as part of work activities in the transport and allied industries.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1  Identify and prepare for cleaning
1.1 Transportation units and facilities are inspected for hygiene and cleanliness on an on-going basis
1.2 Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated
1.3 Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response
1.4 Cleaning procedures are identified and cleaning materials and equipment are organised in accordance with workplace procedures
1.5 Areas that require cleaning that breach OH&S regulations or workplace standards are cordoned off to prevent access by staff and customers

2  Clean facility or unit
2.1 Transportation units and facilities are cleaned or detailed to workplace standards
2.2 Cleaning equipment is operated in accordance with OH&S regulations, codes of practice, and workplace procedures
2.3 Chemicals are used in accordance with OH&S legislation, codes of practice, policies and procedures
2.4 Hazardous and general waste is removed in accordance with OH&S regulations, codes of practice and workplace procedures

3 Identify minor maintenance requirements of transportation units and facilities

3.1 Transport units and facilities are inspected to identify maintenance requirements
3.2 Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures
3.3 Minor maintenance actions are reported in accordance with workplace procedures
3.4 Further maintenance requirements of transport units or facilities are reported in accordance with workplace procedures

4 Complete the work

4.1 Cordon off area is re-opened for use when safe for customer access
4.2 Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service
4.3 Stocks of cleaning equipment are monitored and replenished as required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the cleaning of transportation units and facilities for passenger use, including, where relevant, the ADG Code and relevant health and hygiene requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers
- Focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use
- Equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use
- Problems that may occur when cleaning transportation units and facilities and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication requirements when cleaning transportation units and facilities, including radio operation
- Housekeeping standards procedures required in the workplace
- Site layout

**Required skills:**
- Communicate effectively with others when cleaning transportation units and facilities
- Read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cleaning transportation units and facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning transportation units and facilities in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when cleaning transportation units and facilities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and safely use relevant equipment and materials when cleaning transportation units and facilities
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select, mix and apply appropriate cleaning materials
- Handle and store hazardous substances and materials

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

Work may be conducted in:
- a range of work environments
- by day or night

Transportation units may include:
- rail carriages, buses, coaches, ferries and other transport units
Cleaning equipment may include:

- vacuum cleaner
- steam cleaners
- mop and bucket
- polisher
- broom
- hose
- shampoo unit
- hovel
- specialised cleaning unit
- remote controlled cleaning unit
- special containers for syringes

Reporting may include:

- verbal communication
- written communication

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances

Facilities could include:

- hard floor (internal)
- soft floor
- ceiling surfaces and fittings
- external surfaces
- hard floor (external)
- glass surfaces
- internal surfaces
- furniture and fittings
- seats
- hard surfaces (e.g. metal, tiled)

Transportation units may include:

- passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning

Facilities may include:

- any premises owned, leased or hired and used by the transport system's internal and external customers

Chemicals include:

- all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities

Hazardous waste includes:

- all materials/agents/items/objects that are identified under the relevant acts, regulations or codes
Equipment used to cordon off areas may include:
- portable barriers
- gate closure
- witches hats
- designated tape

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- high visibility clothing

Consultative processes may involve:
- other workplace personnel, supervisors and managers

Communication in the work area may include:
- phone
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for the cleaning of transportation units and facilities for passenger use
- work instructions, inspection reports, works orders, job description, and induction materials
- manufacturers specifications for equipment/materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code
- relevant health and hygiene legislation, regulations and related documentation
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the ADG Code
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or
0 in an appropriate range of situations in the workplace
TLIB2607B  Prepare for train operation

Unit Descriptor
This unit involves the skills and knowledge required to prepare for train operation in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes implementing the prescribed pre-departure checks and confirming the required train documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to prepare for train operation as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Implement pre-departure checks
1.1 Motive power control systems are set-up and checked in accordance with workplace policies and procedures
1.2 Required checks and relevant procedures and standards are identified
1.3 Train, or relevant portion of the train, is checked to ensure that rolling stock is coupled and sequenced correctly
1.4 Train braking systems are applied and released to ensure they are operating effectively
1.5 Visual inspection is conducted to identify any obvious defects that would prevent safe transit
1.6 Faults are identified and appropriate corrective action is taken to ensure operational safety with minimum delay to planned running schedule
1.7 Relevant OH&S requirements are followed to prevent injury and damage

2 Confirm train documentation
2.1 Relevant personnel are promptly advised of the result of checks completed
2.2 Purpose of the journey and activities to be undertaken, are
identified

2.3 Constraints and special instructions that may apply for the journey are identified

2.4 Documentation is read to identify and confirm consist, attach / detach information, loading information and characteristics of the train including compliance with relevant regulatory and ADG Code requirements

2.5 Authority to proceed relevant to the operational situation is obtained and followed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Procedures for preparing a train for operation
- Set-up procedures for equipment used in the control of trains
- Train testing procedures
- Train preparation documentation procedures
- Communication procedures and protocols
- Maintenance and servicing procedures
- Procedures to be followed in the event of an emergency
- Train coupling equipment and methods
- Safeworking systems and requirements
- Safeworking in electrified areas
- Train characteristics and specifications
- ADG Code and other dangerous goods regulations
- Contingency management processes for unexpected events

Required skills:
- Communicate effectively with others when preparing a train for operation
- Read and interpret instructions, procedures, information and signs relevant to preparing a train for operation
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of a train for operation
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing a train for operation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when preparing a train for operation in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when preparing a train for operation
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of train and equipment
• Set up and check train control systems
• Test air continuity and braking systems

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

Operations conducted:
• by day or night
• in all relevant weather conditions

Motive power units may include: all motive power units in service within Australian rail systems and may include:
• diesel locomotives
• electric locomotives
• railcars
• multiple units (including electric multiple units)

Rolling stock may include:
• all rolling stock in service within Australian rail systems including both passenger cars and freight rolling stock
• correct coupling and sequencing of train requires that couplings are locked in place and flexible connections between rolling stock are made
• positioning and set-up of remote control equipment is correct
• the separation of dangerous goods complies with ADG Code and regulatory requirements
Visual inspections may include checking:
- wheels and braking equipment for signs of wear or damage
- flexible connections and fittings for signs of wear or damage
- couplings for signs of wear or damage
- fuel, oil, water and coolant
- air system for leaks
- electrical equipment
- pantographs
- emergency and safety equipment such as vigilance control and deadman relays

Relevant personnel can include:
- maintenance personnel
- yard, station and other operational personnel
- train controllers and signalers
- train crews
- depot coordinators
- hand-over crew

Communication methods may include:
- written, including signed communications, lists and forms
- verbal
- line-of-sight signals
- radio

Safety and protective equipment may include:
- high visibility clothing
- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- portable radios
- hand lamps
- flags
- safety devices
- hearing protection

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- workplace procedures and instructions and job specification
- induction and training materials
- train consists
- train notices
- out-of-gauge notices
- dangerous goods manifests
- brake certification
- load/passenger manifests
- OH&S and environmental protection legislation, codes of practice, policies and procedures
- maintenance specifications
- local instructions
- two-way radio operation procedures
- emergency procedure manuals
- manufacturers specifications
- equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where train is to operate on that network
- relevant Australian standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB2707B Set up and shut down on-train remote control system

Unit Descriptor: This unit involves the skills and knowledge required to set up and shut down on-train remote control system in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes setting up the remote control system, setting up the lead control system, and shutting down the remote control equipment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills: This unit contains employability skills.

Application of the Unit: Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the setting up and shutting down of the on-train remote control system as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field: B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Set up remote control system

1.1 Remote control system components are set up in accordance with operational plans and manufacturers instructions

1.2 Remote motive power units are placed in required operating mode

1.3 Communication code is entered and air and electrical systems are activated

1.4 Brake and traction systems are tested using approved personnel to ensure correct operation

2 Set up lead control system

2.1 Cab console is checked, electrical systems are activated and the system self-test is confirmed

2.2 Communication code is entered and confirmation obtained that system has entered link mode

2.3 Full control is obtained and brake tests are conducted, using lead control equipment, to ensure correct braking is operational
2.4 Procedures to establish total control are repeated where necessary
2.5 Train is moved using the full range of tests to ensure operational safety and control

3 Shut down remote control equipment

3.1 Shut-down procedures of lead and remote control equipment are followed to ensure train security and de-activation of the system
3.2 Equipment indicators or functions are operated to ensure the shut-down process is correct and complete

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental procedures and regulations
• Controls, instruments and indicators of an on-train remote control unit and their purpose, location and use
• Procedures for the operation of remote control units
• Set-up and shut-down procedures
• Braking and safety system procedures
• Procedures for the control of motive power units
• Procedures for managing hazardous situations involving on-train remote control systems
• Procedures for identifying equipment defects in remote control units and assessing any identified defective units for appropriate action
• Critical on-train remote control information including compatible coupling, braking and drive equipment, ancillary systems, and signalling systems

Required skills:
• Communicate effectively with others when setting up and shutting down on-train remote control systems
• Read and interpret instructions, procedures, information and signs relevant to the setting up and shutting down of on-train remote control systems
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the setting up and shutting down of on-train remote control systems
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when setting up and shutting down on-train remote control systems
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when setting up and shutting down on-train remote control systems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Judge speeds and movements when operating unit over short distances

**RANGE STATEMENT**

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

**Operations conducted:**
- by day or night
- in all relevant weather conditions

**On-train remote control equipment may be:**
- any mechanism and operating system to allow the control of one motive power unit which is part of a train from another unit which is part of the same train

**Motive power units may include all motive power units in service within Australian rail systems and may include:**
- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)
- non-operational units

**Remote control operation may be used:**
- within a yard for the purpose of marshalling or shunting or on running lines
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and instructions and job specifications
- induction and training materials
- relevant log or record books
- maintenance specifications, notices, records and requests
- local instructions
- equipment operation manuals
- operational instructions, policies and procedures
- emergency procedure manuals
- two-way radio operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB2807B  Maintain and use hand tools

Unit Descriptor
This unit involves the skills and knowledge required to maintain and use hand tools in accordance with workplace requirements, including selecting and using hand tools to complete workplace tasks, maintaining basic hand tools in accordance with manufacturers instructions, and securing and storing hand tools in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace procedures and safeworking codes relevant to the maintenance and use of hand tools.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures to maintain and use hand tools across a variety of operational workplace contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Select and use hand tools
1.1 Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions
1.2 Appropriate personal safety protection is used to minimise the risk of personal injury

2 Maintain hand tools
2.1 Equipment is cleaned and maintained in accordance with manufacturers specifications and/or local instructions to ensure correct functionality of equipment
2.2 Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality

3 Secure and store hand tools
3.1 Tools are transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment
3.2 Tools are stored and secured according to manufacturers or workplace procedures to prevent damage to, and losses of, equipment
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of state/territory regulations, codes of practice and safeworking system requirements
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the use and maintenance of hand tools
- Problems that can occur when using and maintaining hand tools and related action that should be taken
- Materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency
- Workplace component and material supply system

Required skills:
- Communicate effectively with others when maintaining and using hand tools
- Read and interpret instructions, procedures, information and signs relevant to the maintenance and use of hand tools
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the use and maintenance of hand tools
- Operate electronic communication equipment to required protocols
- Work both individually and collaboratively with others when maintaining and using hand tools
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Identify, select and efficiently and effectively use relevant hand tools and related materials
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT

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

Hand tools may include: • those required for operations and maintenance

Operations may be carried out in typical rail transport situations, including:
• operations conducted at day or night
• typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment

Materials may include:
• servicing materials such as lubricants
• related materials and consumables needed when using tools, e.g. nails, screws, grease, etc.

Safety equipment may include:
• high visibility clothing
• sunscreen and sun glasses
• insect repellent
• gloves, safety headwear, mask and footwear
• portable radios
• flags and hand lamps
• safety glasses and hearing protection
• safety devices

Environmental hazards may include:
• leaking oil and fuel
• inappropriate disposal of fluids in drains or sewerage systems
• inappropriate disposal of waste and rubbish

Consultative processes may involve:
• workplace personnel
• supervisors and managers
• customers/clients
• equipment manufacturers representatives and contractors
• union representatives
• industrial relations and OH&S specialists
• other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established or standard procedures

Contingency processes may relate to:
• personal injury
• tool malfunctions
Operators of mechanised equipment must have:

- undertaken training
- where appropriate, hold the relevant licence, permit or certificate
- be recognised as competent for the class of machinery being used

Information/records may include:

- workplace operational and technical instructions and procedures for the use and care of hand tools
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the use and servicing of tools
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when using and maintaining hand tools
- OH&S procedures
- QA plans and procedures
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

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

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

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

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB2907B Use and maintain minor mechanical equipment

Unit Descriptor
This unit involves the skills and knowledge required to use and maintain minor mechanical equipment in accordance with workplace requirements, including carrying out pre-operation checks on equipment, operating mechanical equipment in accordance with workplace requirements, conducting routine maintenance, and securing and storing equipment in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with workplace procedures and the regulations and safeworking codes of practice relevant to the use and maintenance of minor mechanical equipment.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures to use and maintain minor mechanical equipment across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Carry out pre-operation checks
1.1 Pre-operational checks are conducted to manufacturers specifications to ensure optimum functionality of equipment
1.2 Necessary adjustments to equipment are made to ensure efficient operation, according to manufacturers instructions
1.3 Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use

2 Operate mechanical equipment
2.1 Equipment is operated in accordance with manufacturers or workplace operating instructions to ensure safe and effective operation
2.2 Appropriate personal safety protection is used to minimise the risk of injury to operator
2.3 Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safeworking conditions
2.4 Assisting personnel are given clear instructions about their duties if required to ensure safe and effective working conditions
3 Conduct routine maintenance

3.1 Equipment is cleaned and maintained in accordance with manufacturers specifications to ensure optimum functionality

3.2 Detailed and accurate records are maintained according to workplace procedures

4 Secure and store

4.1 Equipment is handled and transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment

4.2 Equipment is stored and secured according to manufacturers or workplace procedures to prevent damage and losses of equipment

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant sections of state and territory codes of practice and safeworking system requirements including the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the use and maintenance of minor mechanical equipment
- Problems that can occur when using and maintaining minor mechanical equipment and related action that should be taken
- Tools and equipment used when using and maintaining minor mechanical equipment and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency
- Workplace component and material supply system

Required skills:

- Communicate effectively with others when using and maintaining minor mechanical equipment
- Read and interpret instructions, procedures, information and signs relevant to using and maintaining minor mechanical equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to using and maintaining minor mechanical equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when using and maintaining minor mechanical equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using and maintaining minor mechanical equipment in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and efficiently and effectively use relevant tools and equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures

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

Equipment may include:
• mechanical handling/lifting equipment
• basic hand tools
• small plant such as motorised borers and saws

Operations may be carried out in typical transport situations, including:
• operations conducted at day or night
• typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment

Materials may include:
• servicing materials such as lubricants
• related materials and consumables needed when using tools, e.g. nails, screws, grease, etc.

Safety equipment may include:
• high visibility clothing
• sunscreen and sun glasses
• insect repellent
• gloves, safety headwear, mask and footwear
• portable radios
• flags and hand lamps
• safety glasses and hearing protection
• safety devices
Environmental hazards may include:
- leaking oil and fuel
- inappropriate disposal of fluids in drains or sewerage systems
- inappropriate disposal of waste and rubbish

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- equipment manufacturers representatives and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Contingency processes may relate to:
- personal injury
- tool malfunctions

Operators of mechanised equipment must have:
- undertaken training
- where appropriate, hold the relevant licence, permit or certificate
- be recognised as competent for the class of machinery being used
Information/records may include:

- workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the use and maintenance of minor mechanical equipment
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when use and maintaining minor mechanical equipment
- OH&S procedures
- QA plans and procedures
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures
- award, enterprise bargaining agreement, other industrial arrangements

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB3007B   Undertake general site maintenance

Unit Descriptor
This unit involves the skills and knowledge required to undertake general site housekeeping and maintenance in depots, sub-depots, factories, compounds, campsites, etc. in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for the work, conducting site housekeeping functions, applying pest and vegetation control measures, and completing all work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant requirements of the codes of practice and safeworking requirements and regulations of the states/territories concerned, including the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to general site maintenance carried out as part of workplace activities across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Prepare for work

1.1 Works order including drawings, sketches and material lists is received/accessed, analysed and confirmed if necessary by site inspection

1.2 Resources, including equipment and materials, are identified and obtained

1.3 Liaison and communication issues with other personnel at the site are resolved

1.4 Hazards are identified prior to commencement of work

1.5 Site safety requirements are observed

2 Conduct site housekeeping functions

2.1 Stores, materials and equipment are loaded/off-loaded safely and secured

2.2 Site, including stores and materials, is laid out to plan

2.3 Stores and materials are checked for serviceability, cleaned as necessary and prepared for use
2.4 Minor earthwork maintenance is conducted
2.5 Excess materials and refuse are disposed of/returned as required by workplace procedures

3 Apply pest and vegetation control measures
   3.1 Pest and vegetation control requirements are identified and appropriate control measure is selected and authorised by the appropriate person
   3.2 Chemical control agents are prepared in accordance with safety requirements and workplace procedures
   3.3 Pest control measures are applied, monitored and varied to maintain effectiveness
   3.4 Control measures are applied and pests and vegetation removed/neutralised

4 Complete the work
   4.1 Worksite is rehabilitated
   4.2 Work completion details are finalised and recorded/advised to appropriate personnel

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of applicable regulatory requirements
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for general site maintenance
- Problems that may occur during site maintenance activities and action that can be taken to report or resolve the problems
- Hazards that may exist during site maintenance activities and ways of controlling the risks involved
- Contents of workplace technical manuals and instructions relating to the work activities concerned
- Characteristics of plant and equipment, transport, structures, hardware and electrical components used in work activities
- Impact on work activities of regulatory requirements
- Workplace documentation and records system management related to the work concerned
- Hazardous chemicals used in general site maintenance and related precautions and personal protection measures
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when carrying out general site maintenance
- Read and interpret instructions, procedures, information, labels and signs relevant to general site maintenance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to general site maintenance
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when carrying out general site maintenance in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when carrying out general site maintenance
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Identify and organise resources required for work activities
- Use hand tools and minor plant
- Work at heights and in confined spaces

**RANGE STATEMENT**

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

Operations conducted by day or night in all relevant weather conditions and may involve working:

- from a vehicle/platform
- from a ladder
- from an elevating work platform
- from a tree
- on the ground

Stores, materials and equipment may include:

- those required for erection, maintenance and servicing functions

Minor earthworks may include:

- restoration of backfill to complete excavations
- pole and structure foundations
- basic drainage
| Vegetation control measures may include: | • hand clearing  
| | • growth retardants  
| | • machinery assisted cleaning  
| | • herbicidal cleaning  
| | • fire cleaning  
| Pest control measures may include: | • seals  
| | • chemicals  
| | • baits  
| | • traps  
| | • sprays  
| Communication equipment may include: | • two-way radios, and/or  
| | • telephones  
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | • company procedures  
| | • enterprise procedures  
| | • organisational procedures  
| | • established procedures  
| Safety and protective equipment may include: | • high visibility clothing  
| | • hearing protection  
| | • gloves  
| | • sunscreen  
| | • sunglasses  
| | • safety glasses  
| | • insect repellent  
| | • safety headwear  
| | • safety footwear  
| | • portable radios  
| | • hand lamps  
| | • flags  
| | • safety devices |
Information/documents may include:

- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- operational instructions, policies and workplace procedures
- relevant logs or record books
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB307C  Carry out vehicle servicing and maintenance

Unit Descriptor
This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks and maintenance and to ensure that all specified safety requirements are met, and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to service and maintain a commercial vehicle across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Maintain and service the vehicle systems

1.1 Fluid levels are checked and adjusted following manufacturers specifications and workplace procedures

1.2 Air levels are checked and adjusted following manufacturers specifications and workplace procedures

1.3 Routine checks are made of vehicle systems and appropriate action is initiated for maintenance where required in accordance with workplace procedures

1.4 Appropriate precautions and procedures are followed when servicing/maintaining a vehicle to ensure adequate protection of the environment

1.5 OH&S procedures are followed when carrying out routine servicing and maintenance of a vehicle

2 Carry out minor repairs to a vehicle

2.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures

2.2 Tyres on vehicle are repaired or replaced following workplace procedures and manufacturers instructions
2.3 Worn brakes are identified and action taken in accordance with workplace procedures and manufacturers specifications
2.4 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures

3 Diagnose minor vehicle faults and undertake repairs for the safe operation of a vehicle

3.1 Minor faults in the vehicle systems are identified, diagnosed and repaired following manufacturers specifications and workplace procedures
3.2 Identified faults which create a safety hazard are reported and appropriate action is taken to remove the vehicle from operation pending repair

4 Complete documentation

4.1 Records of routine servicing, maintenance and repairs are kept in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant 'duty of care' requirements for the routine servicing and maintenance of vehicles
- Relevant OH&S and pollution control procedures
- Procedures for the checking and routine service and maintenance of a commercial vehicle in accordance with workplace and the manufacturer's requirements and established safety rules and regulations
- Problems that may occur during the routine servicing and maintenance of a vehicle and appropriate action and solutions
- Recognition and diagnosis of faults and vehicle irregularities
- Basic principles of operation of systems on commercial vehicles, including: electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres and brakes
- Basic fault finding procedures required during routine servicing and maintenance of vehicles
- Procedures required to minimise waste during routine servicing and maintenance
- Housekeeping standards required for routine servicing and maintenance
- Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance
- Reporting and documentation requirements

Required skills:
- Communicate effectively with others when carrying out vehicle servicing and maintenance
- Read and interpret instructions, procedures, information and signs relevant to vehicle servicing and maintenance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to vehicle servicing and maintenance
• Operate electronic communication equipment to required protocol
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions identified when carrying out vehicle servicing and maintenance in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during vehicle servicing and maintenance
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to vehicle or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of vehicle servicing and maintenance

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

Maintenance may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- in tight or confined spaces, exposed conditions and controlled or open environments
- while in a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace

Type of vehicle may include any commercial road transport vehicle including:

- light vehicle
- heavy vehicle
- combination vehicle
Maintenance checks may include:

- routine inspections of vehicle systems
- checks prior to operations
- checks on completion of operations
- checks on completion of maintenance activities

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Minor routine servicing may include:

- topping-up of water levels
- replacement of oils
- replacement of air in tyres

Environmental hazards may include:

- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace routine servicing and maintenance procedures, checklists and instructions
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- maintenance checklists and records
- vehicle manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles
- OH&S procedures to be followed when servicing and maintaining vehicles
Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB3107B**  
**Clean up plant, equipment and worksite**

**Unit Descriptor**  
This unit involves the skills and knowledge required to clean up plant, equipment and worksite in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing work, arranging the clear up and disposal/reclamation of material, operating cleaning equipment and mobile plant, finalising the work and restoring the site. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the cleaning up of plant, equipment and worksites as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 **Plan and prepare work**

1.1 Details of cleaning requirements are identified by instructions, inspections, work orders and schedules

1.2 Materials and equipment are identified and obtained

1.3 Relevant legislative, statutory and workplace requirements and standards are identified, applied and monitored throughout the work procedure

1.4 Environmental regulatory requirements are identified to ensure site is left in an environmentally sound condition

1.5 Required materials to be removed and methods of removal are identified to facilitate clean up

2 **Arrange clear up and disposal/reclamation of material**

2.1 Storage/disposal areas and quarantine zones are identified and arranged to ensure environmentally sound disposal

2.2 Reclaimed material is removed to storage areas using appropriate methods

2.3 Non-required materials/services are removed and disposed of in appropriate manner to ensure clean and environmentally stable site
2.4 Site is inspected for overlooked materials to minimise wastage and losses

3 Operate cleaning equipment and mobile plant

3.1 Cleaning and mobile plant is operated to site/manufacturers requirements.
3.2 Operator maintenance is performed to manufacturers/site standards
3.3 Cleaning equipment is cleaned and stored

4 Finalise work and restore site

4.1 Drainage is established/restored as necessary to ensure well drained site
4.2 Re-vegetation/environmental repair is arranged if required to return site to environmentally sound condition
4.3 Barriers are removed or checked for integrity to ensure access to correct areas
4.4 Access roads are closed if required to prevent unauthorised access to closed site
4.5 Site is left in suitable level and surface condition to ensure environmentally sound, safe and clean site

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the cleaning up of plant, equipment and worksites
- Problems that may occur during the cleaning up of plant, equipment and worksites and action that can be taken to report or resolve the problems
- Hazards that may exist when cleaning up plant, equipment and worksites and ways of controlling the risks involved
- Permit to work system where applicable
- Applications and characteristics of plant and equipment
- Cleaning agents/sealants and their properties and precautions for their use
- Cleaning equipment and related materials and their applications
- Plant and equipment cleaning procedures and instructions
- Relevant recording and documentation requirements
- Manufacturers instructions for the servicing and cleaning of equipment

Required skills:
- Communicate effectively with others when cleaning up plant, equipment and worksites
• Read and interpret instructions, procedures, information and signs relevant to the cleaning up of plant, equipment and worksites
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the cleaning up of plant, equipment and worksites
• Operate electronic communication equipment to required protocol
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise when cleaning up plant, equipment and worksites
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment and sites in accordance with standard operating procedures
• Use hand and power tools
• Apply cleaning agents, sealants and chemicals
• Handle hazardous materials
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Level and re-vegetate sites
• Identify and reclaim salvageable materials
• Identify and remove water/waste/surplus materials
• Operate and maintain relevant mobile plant and mobile plant equipment
• Apply cleaning agents, sealants and chemicals
• Use barriers correctly

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

Operations may be conducted:

• by day or night
• in all relevant weather conditions
Materials may include:

- all purpose garden sprays
- floor stripper
- floor polish
- floor cleaner
- disinfectant
- degreaser
- bleach
- petrochemicals

Tools may include:

- gardening implements
- cleaning tools
- hand tools

Cleaning equipment may include:

- hoses
- lances
- pneumatic tube hones
- high speed polishers
- vacuum cleaners
- steam cleaners
- brooms
- buckets
- mops
- shovels
- duster
- internal combustion driven vacuum cleaner

Cleaning operations may also include:

- water lancing
- internal boiler washing

Communication methods may include:

- written
- verbal
- radio

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Safety and protective equipment may include:

- high visibility clothing
- hearing protection and gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Disposal of material may involve:

- the use of a quarantine zone in accordance with environmental regulations and requirements

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- environmental regulations and associated requirements
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB3407B Maintain poles and associated hardware

Unit Descriptor
This unit involves the skills and knowledge required to maintain poles and associated hardware in accordance with safeworking and regulatory requirements and workplace procedures, including planning for the maintenance of poles and associated hardware, preparing the worksite, conducting the maintenance of poles and associated hardware, and completing all of the work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of poles and associated hardware as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan for maintenance of poles and associated hardware
1.1 Works order is received/accessed, analysed and confirmed, if necessary by site inspection
1.2 Resources required for the job are identified and scheduled
1.3 Replacement or additional poles, associated hardware and plant/equipment are transported to the worksite
1.4 Liaison and communication issues are resolved

2 Prepare the worksite
2.1 Personnel participating in task, including plant operators and contractors, are fully briefed
2.2 Road signs, barriers and warning devices are positioned, and worksite protection is provided
2.3 Safeworking practices are observed on or about the running line/track
2.4 Replacement or additional poles and associated hardware are placed in planned assembly and/or pre-lift location
2.5 Excavation/foundation is inspected and confirmed as being in accordance with the works order or specification
3 Conduct maintenance of poles and associated hardware

3.1 Actual maintenance requirement is confirmed by site inspection
3.2 Pole and associated hardware to be maintained is stabilised if necessary
3.3 Maintenance of pole and associated hardware is carried out in accordance with the work order and workplace standing requirements

4 Complete the work

4.1 Worksite is rehabilitated, and work is completed in an agreed time and with minimum waste
4.2 System data and pole records are updated according to workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including OH&S instructions related to pole erection, site safety and rescue techniques
- Workplace procedures for the maintenance of poles and associated hardware
- Hazards that may exist when maintaining poles and associated hardware and ways of controlling the risks involved
- Mechanical principles related to structures
- Pole maintenance techniques and processes
- Characteristics, capabilities, uses, limitations and location standards of the types of poles
- Switching or de-energising procedures during maintenance operations
- Workplace technical manuals and instructions which relate to the assembly, erection and lift/transfer of poles and association hardware
- Pole treatment chemicals and HAZCHEM requirements
- Soil types and stabilisation processes
- Responsibilities in relation to other authorities, clients and land-owners
- Regulations for rigging, traffic control and guidance signals
- Documentation and records systems related to pole management
- Procedures for identifying and using support plant and equipment

Required skills:
- Communicate effectively with others when maintaining poles and associated hardware
- Read and interpret instructions, procedures, information and signs relevant to the maintenance of poles and associated hardware
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when maintaining poles and associated hardware
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when maintaining poles and associated hardware in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in tools and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Perform basic welding and oxy cutting
• Guide, by convention and signals, operators of plant/equipment during lift/transfer operations
• Operate minor plant and equipment
• Use hand tools
• Rig/sling loads for lifting

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

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted: • in restricted spaces or exposed conditions
• in controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, materials and vehicles

Pole types may include: • wood
• concrete
• steel
• composite
Associated hardware may include:
- insulators
- crossarms
- stays
- earth down leads and bond wires
- crossarm braces
- pole steps
- shackle straps
- associated bolts and clamps

Maintenance requirements may be obtained from:
- site inspection
- works orders
- workplace personnel
- client requests

Maintenance may include:
- removal, repair and replacement of poles
- welding
- chemical treatment
- pole staking and rebutting
- repair and cleaning of associated hardware
- servicing
- reinstatement

Pole stabilisation techniques may include:
- back-fill consolidation
- concreting
- baulking
- reinforcement nailing
- approved steel reinforcing
- temporary and permanent staywires

Methods of erection may include:
- crane
- auger/erector
- winch A frame

Works orders may include:
- drawings
- plans
- resource and materials lists

Resources may include:
- personnel
- plant
- equipment
- transport
Liaison may involve:

- clients
- authorities
- landowners
- personnel

Communication equipment may include:

- two-way radio, and/or
- telephones

Information may be provided:

- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
• access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB4007B Inspect poles and associated hardware

Unit Descriptor
This unit involves the skills and knowledge required to inspect poles and associated hardware in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing for the inspection, conducting the inspection of the poles and associated hardware, and completing the inspection in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the inspection of poles and associated hardware as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan and prepare for inspection
1.1 Inspection program or works order is received/accessed, analysed and confirmed, if necessary by site inspection
1.2 Resources required for the job are identified and scheduled
1.3 Liaison and communication issues are resolved
1.4 Personnel participating in task, including plant operators and contractors, are fully briefed

2 Conduct inspection of poles and associated hardware
2.1 Worksite requirements are confirmed and hazards identified by site inspection
2.2 Road signs, barriers and warning devices are positioned, and worksite protection is provided
2.3 Safeworking practices are observed on or about the running line/track
2.4 Pole structures, including foundations and hardware, are inspected by test or examination against approved specifications

3 Complete the
3.1 Worksite is rehabilitated, and work is completed in an agreed
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations, including OH&S instructions related to pole erection, site safety and rescue techniques
- Workplace procedures for the inspection of poles and associated hardware
- Problems that may occur during the inspection of poles and associated hardware, and action that can be taken to report or resolve the problems
- Hazards that may exist when inspecting poles and associated hardware and ways of controlling the risks involved
- Workplace and commercial technical manuals, publications and instructions which relate to pole quality and chemical treatment
- Characteristics, capabilities, uses, limitations and location standards of the types of poles
- Mechanical principles related to structures
- Pole maintenance techniques and processes
- Soil types and stabilisation processes
- Diagnostic and fault finding techniques relevant to the inspection of poles and associated hardware
- Regulatory and workplace requirements for rigging, traffic control and guidance signals for planned operations
- Workplace documentation and records systems related to pole management
- Procedures for the use of relevant support plant and equipment

Required skills:

- Communicate effectively with others when inspecting poles and associated hardware
- Communicate plans, intentions and safety criteria to others
- Read and interpret technical instructions and manuals, procedures, information and signs relevant to the inspection of poles and associated hardware
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the inspection of poles and associated hardware
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting poles and associated hardware
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when inspecting poles and associated hardware in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when inspecting poles and associated hardware
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use appropriate pole testing equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Use hand tools
• Operate relevant minor plant and equipment

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

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted in: • restricted spaces or exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals, dangerous or hazardous substances
• movements of equipment, materials and vehicles

Pole types may include: • wood
• concrete
• steel
• composite
## Associated hardware may include:
- insulators
- crossarms
- stays
- earth down leads and bond wires
- crossarm braces
- pole steps
- shackle straps
- associated bolts and clamps

## Maintenance requirements may be obtained from:
- site inspection
- works orders
- workplace personnel
- client requests

## Inspection/testing devices may include:
- electronic data capture devices
- computers
- sonic testing devices
- shigometer
- X-ray
- CAT-scanner
- proof load tester
- drills

## Works orders may include:
- drawings
- plans
- resource and materials lists.
- materials lists

## Resources may include:
- personnel
- plant
- equipment
- transport

## Liaison may involve:
- clients
- authorities
- landowners
- personnel

## Communication equipment may include:
- two-way radios
- telephones
Information may be provided:
- electronically
- in writing, via forms/documents
- orally, via face-to-face communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB407C**  
**Carry out vehicle inspection**

**Unit Descriptor**  
This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle, including action to implement vehicle manufacturers specifications for routine checks, to clean the vehicle, and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial vehicles.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check the safety and operation of a commercial vehicle across a variety of operational contexts.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 **Check the vehicle**

   1.1 A visual check of the internal and external condition of the vehicle is carried out following workplace procedures

   1.2 Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with the requirements of the relevant roads and traffic authority

   1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications

   1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems

   1.5 Warning systems (instruments and gauges) are checked to ensure they are operational

   1.6 Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy

2 **Clean vehicle**

   2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation
3 Complete documentation

3.1 Basic faults are identified and/or diagnosed and appropriate action is taken to report or remedy them as required by workplace procedures and legislation

3.2 Records of inspection are updated and recommended repairs are documented in accordance with workplace polices

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant duty of care requirements for the routine inspection of vehicles
- Relevant OH&S and pollution control procedures
- Procedures for the routine inspection of a commercial vehicle in accordance with workplace and manufacturers requirements and established safety rules and regulations, including pre-operational checking procedures, visual inspection procedures and warning systems checking procedures
- Problems that may occur during the routine inspection of a vehicle and appropriate actions and solutions
- Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes
- Reporting and documentation requirements

Required skills:

- Communicate effectively with others during the routine inspection of a vehicle
- Read and interpret instructions, procedures, information and manuals relevant to the routine inspection of a vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine inspection of a vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the routine inspection of a vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that are identified during the routine inspection of a vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur during the routine inspection of a vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Use cleaning equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Maintenance may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment
• while in the a depot, base or warehouse
• while in the vehicle on the road
• while at a client's workplace

Type of vehicle may include any commercial road transport vehicles including:
• light vehicles
• heavy vehicles
• combination vehicles

Inspection may include:
• visual checks of vehicle
• routine checks of vehicle systems
• checks in accordance with a detailed inspection schedule

Routine checks may include:
• water levels
• oil levels
• air pressure in tyres
• brakes
• lights
• condition of tyres
• battery
• exhaust system
• suspension

Environmental hazards may include:
• leaking oil and fuel
• defective or inappropriately adjusted exhaust systems
• inappropriate disposal of vehicle fluids in drains or sewerage systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace routine inspection procedures, checklists and instructions
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- vehicle manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining vehicles
- OH&S procedures to be followed when inspecting vehicles

Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

o relevant and appropriate materials and/or equipment, and/or
o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
**TLIB4207B**  
**Conduct inspection of safeworking procedures and infrastructure**

**Unit Descriptor**  
This unit involves the skills and knowledge required to conduct inspection of safeworking procedures and infrastructure in accordance with safeworking and regulatory requirements and workplace procedures, including planning and preparing for the inspection, inspecting the safeworking infrastructure, inspecting for compliance with safeworking procedures, and completing required reports and taking remedial action in accordance with workplace and regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of regulatory requirements and operational principles and procedures to conduct an inspection of safeworking procedures and infrastructure as part of workplace activities across a variety of operational contexts within the Australian rail system. Safeworking procedures and infrastructure inspected may include any of those in use within Australian rail system.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 **Plan and prepare for inspection**
   1.1 Inspection is planned for in accordance with workplace requirements
   1.2 Relevant instructions and information are gathered in preparation for inspection

2 **Inspect safeworking infrastructure**
   2.1 Safeworking equipment is inspected to ensure that it is located and operating correctly
   2.2 Safeworking facilities are checked for correct operation and maintenance

3 **Inspect for compliance of safeworking procedures**
   3.1 Safeworking forms are checked for sufficient supply and correct completion
   3.2 Work practices of relevant workers are checked to ensure
4 Complete reports and take remedial action

4.1 Reports are completed in accordance with workplace requirements
4.2 Where necessary, follow-up action is taken to ensure safe passage of train and equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the inspection of safeworking procedures and infrastructure
- Problems that may occur during the inspection of safeworking procedures and infrastructure and action that can be taken to report or resolve the problems
- Hazards that may be identified during an inspection of safeworking procedures and infrastructure and ways of controlling the risks involved
- Safeworking system requirements/regulations
- Relevant Australian Standards, technical specifications and manuals
- Documentation/authorisation processes and procedures
- Material safety data sheets
- Hazardous situations associated with workplace activities and ways of controlling the risks involved
- Relevant records procedures
- Emergency procedures manuals
- Operational equipment manuals and operating instructions

Required skills:
- Communicate effectively with others when inspecting safeworking procedures and infrastructure
- Read and interpret instructions, procedures, information and signs relevant to the inspection of safeworking procedures and infrastructure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the inspection of safeworking procedures and infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when inspecting safeworking procedures and infrastructure
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems when inspecting safeworking procedures and infrastructure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when inspecting safeworking procedures and infrastructure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in situations and equipment in accordance with standard operating procedures
- Identify, select and use relevant office equipment required when inspecting safeworking procedures and infrastructure
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

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

Operations may be conducted:  
- by day or night
- in all relevant weather conditions

Work may be conducted in:  
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Conditions under which examination is undertaken may include:  
- full range of weather conditions
- full range of light conditions
- typical running temperatures of trains
Infrastructure to be inspected may include:

- telephones
- catchpoints
- scotchblocks
- rigid levers
- Annett keys
- trackwork and perway signs
- signals and marker plates
- station limit and station indicator boards
- warning bells, boomgates, flashlights, level crossing signage
- safeworking instruments

Facilities to be inspected may include:

- train order and pilot key sheds
- signal cabins/boxes

Relevant workers may include:

- workplace personnel
- contractors

Communication equipment may include:

- two-way radios
- computers
- telephones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- working timetables
- track layouts
- signalling diagrams
- written advice
- inspection schedules
- reports
- maintenance notices, records and requests
- relevant Australian Standards
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB4607B**  
**Service and clean mechanical signalling equipment and infrastructure**

**Unit Descriptor**  
This unit involves the skills and knowledge required to service and clean mechanical signalling equipment and infrastructure in accordance with safeworking and regulatory requirements and workplace procedures, including cleaning and servicing the equipment/infrastructure, and checking the operation and functionality of the equipment/infrastructure after cleaning. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the servicing and cleaning of mechanical infrastructure signalling equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT PERFORMANCE CRITERIA**  
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Clean and service equipment**

1.1 All necessary cleaning and servicing equipment, resources and consumables are confirmed ready for use

1.2 All rubbish, weeds and obstructions are removed from equipment and housings

1.3 Initial visual check of operational equipment is performed to identify any equipment faults

1.4 External surfaces are prepared/painted to organisations standards to protect the equipment

1.5 All internal surfaces and operational components are cleaned and lubricated to ensure operational effectiveness

1.6 All chemicals, lubricants and consumables are used and disposed of in compliance with material safety data sheets and OH&S Codes and Practices

2 **Check equipment operation**

2.1 Approval to conduct a check of equipment operation is obtained in accordance with relevant operational rules and
procedures

2.2 Track clearance check is made before conducting equipment operation check to ensure safe train movement

2.3 Authorised equipment check is carried out in accordance with operating procedures to identify any equipment faults

2.4 Operational effectiveness of equipment is confirmed through observation during train movements if required

2.5 Equipment faults are correctly identified, recorded and appropriate corrective action is taken

2.6 Serviced equipment is locked and secured to prevent unauthorised access

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the servicing and cleaning of mechanical signalling equipment and infrastructure
- Problems that may occur during the servicing and cleaning of mechanical signalling equipment and infrastructure, and action that can be taken to report or resolve the problems
- Hazards that may exist when servicing and cleaning mechanical signalling equipment and infrastructure, and ways of controlling the risks involved
- Fundamentals of signalling and operations of mechanical signalling equipment
- Rail/train movement systems
- Fault detection techniques
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements
- Recording procedures
- Track/turnout layout

Required skills:

- Communicate effectively with others when servicing and cleaning mechanical signalling equipment and infrastructure
- Read and interpret instructions, procedures, information and signs relevant to the servicing and cleaning of mechanical signalling equipment and infrastructure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the servicing and cleaning of mechanical signalling equipment and infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when servicing and cleaning mechanical signalling equipment and infrastructure
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when servicing and cleaning mechanical signalling equipment and infrastructure in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when servicing and cleaning mechanical signalling equipment and infrastructure
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Use hand, portable, power and air tools
- Safely use chemical cleaning agents, solvents and lubricants
- Carry out visual inspection and checking
- Check/confirm compliance with operational specifications
- Use basic computer skills
- Use appropriate painting techniques

**RANGE STATEMENT**

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

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles
Signal equipment may include:
- point machines
- hydraulic and pneumatic points
- signals
- points
- ground frames
- channel irons
- wire ropes
- point rodding
- level crossing signs
- signal locations/housings
- foundations/support/sleepers

Cleaning and servicing equipment may include:
- steam cleaners
- hand tools
- brushes/wire and paint
- hand held power/air tools
- brush/weed trimmers

Chemicals and consumables may include:
- paints and paint strippers
- cleaning and de-greasing agents
- solvents
- weed killers
- oils
- greases
- cleaning rags

Rubbish removal/disposal may be carried out using:
- internal and/or external operating rules and procedures

Visual checks may include:
- rust
- breakage
- graffiti
- rubbish build up
- environmental damage/degradation

Operational checks may include:
- mechanical movement
- linkages
- clearances
- interferences
- alignment
- wear
- loose fittings
Communication equipment may include:
- two-way radios
- computers
- telephones

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- authority to access the site or to operate equipment, including:
  - written authority
  - verbal authority
  - authority as detailed in organisation operating rules and procedures
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB4707B**  
**Repair and adjust mechanical signalling equipment and infrastructure**

**Unit Descriptor**  
This unit involves the skills and knowledge required to repair and adjust mechanical signalling equipment and infrastructure (excluding interlocking equipment) in accordance with safeworking and regulatory requirements and workplace procedures, including diagnosing equipment faults, correcting equipment faults, and testing and adjusting the equipment after repair. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair and adjustment of mechanical signalling equipment and infrastructure (excluding interlocking equipment) as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 **Diagnose equipment faults**

1.1 Out-of-specification or non-operating equipment/components are correctly identified through operational testing

1.2 Viability of adjustments/replacements/repairs to equipment/components is correctly evaluated to ensure cost effective operations

1.3 Work is planned to ensure minimum disruption to train operations and safe repair activities

1.4 Support/assistance with diagnosis or repair operation is obtained through liaison with appropriate personnel

2 **Correct equipment faults**

2.1 Equipment and component cleaning/lubrication and adjustment is performed to specifications to ensure required level of operations

2.2 Equipment and components are replaced or repaired as per operational specifications to ensure required level of operations
2.3 Viability of repairs to replaced equipment/components is evaluated and equipment tagged for repair or disposed of as per organisational requirements
2.4 Liaison with or support to other personnel is maintained to ensure equipment is maintained within specification

3 Test and adjust equipment

3.1 All equipment functions are tested to ensure operational compliance with required standards
3.2 Final cleaning, lubricating and adjustments to equipment is carried out to ensure operational compliance
3.3 Equipment is locked/secured as specified to ensure safety and protection from elements or persons
3.4 Records of repair activities are correctly completed and forwarded to appropriate personnel for use in identifying future maintenance requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the repair and adjustment of mechanical signalling equipment and infrastructure (excluding interlocking equipment)
- Problems that may occur during the repair and adjustment of mechanical signalling equipment and infrastructure and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing and adjusting mechanical signalling equipment and infrastructure and ways of controlling the risks involved
- Contents of technical specifications manuals
- Documentation/authorisation processes and procedures
- Track layout
- Material safety data sheets
- Mechanical fitting techniques
- Workshop facilities, personnel and manufacturing/repair capabilities
- Overview of other operations and personnel (i.e. non-mechanical)
- Material procurement procedures
- Principles of railway signalling
- Use of chemicals, solvents and lubricants
- Fault detection techniques
- Recording procedures

Required skills:
• Communicate effectively with others when repairing and adjusting mechanical signalling equipment and infrastructure
• Read and interpret instructions, procedures, information and signs relevant to the repair and adjustment of mechanical signalling equipment and infrastructure
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the repair and adjustment of mechanical signalling equipment and infrastructure
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when repairing and adjusting mechanical signalling equipment and infrastructure
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when repairing and adjusting mechanical signalling equipment and infrastructure in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when repairing and adjusting mechanical signalling equipment and infrastructure
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate signalling equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Correctly use protective paints and lubricants
• Select and use hand, portable, power and air tools
• Check compliance with operational specification
• Repair and replace equipment
• Apply relevant test procedures
• Operate mechanical signalling equipment
• Use appropriate painting techniques
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• by day or night
• in all relevant weather conditions
Equipment may include:
- signals
- points equipment,
- ground frames
- level crossing and tramway crossing mechanisms
- frames
- rods
- bars
- platforms
- structures
- housings
- boxes
- signage

Repairs may include:
- filing
- grinding
- replacement of components including bushes, pivot pins, gears, wear plates, welding and joining

Adjustments may include:
- adjustments using designed adjustment components
- shimming
- the checking of clearances and tolerances

Cleaning and lubrication includes:
- all cleaning operations by hand
- chemical or steam cleaning
- the application of protective paints or sealing agents
- the application of lubricating oils and greases

Operational compliance includes:
- manufacturers or workplace specifications for functional movements, operations and outcomes

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Tools and equipment may include:
- hand tools
- portable power generators
- air compressors
- measuring rules
- gauges

Communication equipment may include:
- two-way radios
- telephones
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB4807B**  
**Carry out off-site repair, overhaul and assembly of mechanical signalling equipment**

**Unit Descriptor**
This unit involves the skills and knowledge required to carry out off-site repair, overhaul and assembly of mechanical signalling equipment in accordance with safeworking and regulatory requirements and workplace procedures, including assessing equipment condition, replacing out-of-specification components, producing components where required, assembling components, and testing and adjusting equipment to ensure overall system integrity. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the servicing and cleaning of mechanical infrastructure signalling equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
B – Equipment Checking & Maintenance

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Assess equipment condition</strong></td>
<td>1.1 Equipment condition is established through tagged repair sheets from the field and initial examination</td>
</tr>
<tr>
<td></td>
<td>1.2 Condition of all out-of-tolerance equipment and components is correctly identified and recorded through detailed inspection and testing</td>
</tr>
<tr>
<td></td>
<td>1.3 The type and extent of required repairs are evaluated to determine viability of repair operations and to estimate time requirements</td>
</tr>
<tr>
<td></td>
<td>1.4 Components requiring disposal are identified and replacement components are arranged to allow work to commence</td>
</tr>
<tr>
<td><strong>2 Replace components</strong></td>
<td>2.1 Equipment is dismantled to the extent required to carry out previously identified repairs</td>
</tr>
<tr>
<td></td>
<td>2.2 Components requiring replacement are stored for later repair/disposed of in line with organisational requirements</td>
</tr>
</tbody>
</table>
2.3 Components are replaced/repairs/returned to operational condition in line with technical specifications and standard workshop practices

3 Produce components

3.1 Components are produced to comply with the defined job requirements and technical specifications
3.2 Appropriate manufacturing/workshop techniques are applied to ensure required quality components are produced

4 Assemble components

4.1 Assembly methods and sequencing are planned to ensure efficient operations
4.2 Components are laid out for assembly in compliance with planned processes
4.3 Assembly of all components, sub assemblies and equipment is correctly carried out as per planned operations and in compliance with job and technical specifications
4.4 All securing methods and operations comply with the job and technical specifications

5 Test and adjust equipment

5.1 All equipment functions are tested to ensure conformance to drawings and specifications
5.2 All assembly and joining/securing processes and outcomes are checked and tested as required to match the job and technical specifications
5.3 Adjustments are made to ensure all equipment operations meet the technical specifications
5.4 Operational/functional compliance to the job and technical specifications is confirmed and certified
5.5 All required documentation is correctly completed and forwarded to appropriate personnel to confirm the equipment is certified for use

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the servicing and cleaning of mechanical infrastructure signalling equipment
- Problems that may occur during the servicing and cleaning of mechanical infrastructure signalling equipment, and action that can be taken to report or resolve the problems
- Hazards that may exist when servicing and cleaning mechanical infrastructure signalling equipment, and ways of controlling the risks involved
• Fundamentals of signalling and operations of mechanical signalling equipment
• Rail/train movement systems
• Fault detection techniques
• Authorisation/approval processes and procedures
• Documentation and record keeping requirements
• Track/turnout layout

**Required skills:**
• Communicate effectively with others when servicing and cleaning mechanical infrastructure signalling equipment
• Read and interpret instructions, procedures, information and signs relevant to the servicing and cleaning of mechanical infrastructure signalling equipment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the servicing and cleaning of mechanical infrastructure signalling equipment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when servicing and cleaning mechanical infrastructure signalling equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when servicing and cleaning mechanical infrastructure signalling equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when servicing and cleaning mechanical infrastructure signalling equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use hand, portable, power and air tools
• Safely use chemical cleaning agents, solvents and lubricants
• Carry out visual inspection and checking
• Check/confirm compliance with operational specifications
• Use basic computer skills
• Use appropriate painting techniques
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Signal equipment may include:
- point machines
- hydraulic and pneumatic points
- signals
- points
- equipment
- ground frames
- channel irons
- wire ropes
- point rodding
- level crossing signs
- signal locations/housings
- foundations/supports/sleepers

Cleaning and servicing equipment may include:
- steam cleaners
- hand tools
- brushes/wire and paint
- hand-held power/air tools
- brush/weed trimmers

Chemicals and consumables may include:
- paints and paint strippers
- cleaning and de-greasing agents
- solvents
- weed killers
- oils
- greases
- cleaning rags

Rubbish removal/disposal may be carried out:
- using internal and/or external operating rules and procedures
Visual checks may include:
- rust
- breakage
- graffiti
- rubbish build up
- environmental damage/degradation

Operational checks may include:
- mechanical movement
- linkages
- clearances
- interferences
- alignment
- wear
- loose fittings

Communication equipment may include:
- two way radios
- computers
- telephones

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- authority to access the site or to operate equipment, including:
  - written authority
  - verbal authority
  - authority as detailed in organisation operating rules and procedures
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB507C  Carry out maintenance of vehicles designed to carry special loads

Unit Descriptor
This unit involves the skills and knowledge required to carry out basic servicing and routine maintenance of a commercial vehicle designed to carry a special load, including action to implement manufacturers specifications for routine checks and maintenance of the vehicle and its associated ancillary equipment, and to ensure that all specified safety requirements are met and that the vehicle and its ancillary equipment are operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle maintenance.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to maintain the safety and operation of a commercial vehicle designed to carry special loads across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Diagnose vehicle faults and undertake repairs for the safe operation of a vehicle

1.1 Faults in the vehicle and/or ancillary equipment electrical system are identified, diagnosed and repaired following manufacturers specifications and workplace procedures

1.2 Faults in the fuel system are identified, diagnosed and repaired following manufacturers specifications and workplace procedures

2 Maintain the vehicle systems

2.1 Fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturers specifications and workplace procedures

2.2 Air/hydraulic fluid levels in the vehicle and/or ancillary equipment are checked and adjusted following manufacturers specifications and workplace procedures

2.3 Safety equipment is inspected in accordance with regulatory requirements and workplace procedures
3 Carry out minor repairs to a vehicle

3.1 Vehicle components are removed, repaired or replaced and refitted to the vehicle using the correct tools and following manufacturers instructions and workplace procedures

3.2 Tyres are repaired or replaced on vehicle following workplace procedures and manufacturers instructions

3.3 The need for more complex maintenance procedures is identified and the problem correctly referred following workplace procedures

3.4 OH&S procedures are followed throughout maintenance activities

4 Complete documentation

4.1 Records of routine maintenance and repairs are kept in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant duty of care requirements for the routine servicing and maintenance of vehicles designed to carry special loads
- Relevant OH&S and pollution control procedures
- Procedures for the checking and routine servicing and maintenance of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturers requirements and established safety rules and regulations
- Problems that may occur during the routine servicing and maintenance of a vehicle and its associated ancillary equipment, and appropriate action and solutions
- Recognition and diagnosis of faults and vehicle/ancillary system irregularities
- Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust system, tyres, brakes, and relevant ancillary systems
- Basic fault finding procedures required during routine servicing and maintenance of vehicles designed to carry special loads
- Procedures required to minimise waste during routine servicing and maintenance
- Housekeeping standards required for routine servicing and maintenance
- Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance
- Reporting and documentation requirements

Required skills:
- Communicate effectively with others when carrying out the routine servicing and maintenance of a commercial vehicle designed to carry special loads
- Read and interpret instructions, procedures, information and signs relevant to work activities
Interpret and follow operational instructions and prioritise work
Complete documentation related to work activities
Operate electronic communication equipment to required protocol
Work collaboratively with others when carrying out the routine servicing and maintenance of a commercial vehicle designed to carry special loads
Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
Promptly report and/or rectify any identified problems, faults or malfunctions when carrying out the routine servicing of a vehicle designed to carry special loads in accordance with regulatory requirements and workplace procedures
Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
Monitor work activities in terms of planned schedule
Modify activities depending on differing operational contingencies, risk situations and environments
Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Operate and adapt to differences in equipment in accordance with standard operating procedures
Select and use required personal protective equipment conforming to industry and OH&S standards
Service equipment in terms of maintenance schedule and standard operating procedures
Check and replenish fluids and carry out lubrication processes in the course of servicing activities

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

Type of vehicle may include all vehicles designed to carry special loads, for example:

- concrete agitator
- livestock transporter
- armoured car
- tanker
- refrigerated vehicle
- waste vehicle
- fresh produce vehicle
- car carrier
- container carrier
- recovery vehicle
Maintenance may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a depot, base or warehouse
- while in the vehicle on the road
- while at a client's workplace

Ancillary equipment will be dependent on type of special load carried and may include:
- refrigeration systems
- concrete agitation systems
- car transporter systems
- livestock transporter systems
- waste loading/discharge systems
- recovery systems
- tanker pumping and related systems
- on-board cranes and hoists
- armoured car systems

Maintenance checks may include:
- routine inspections of vehicle systems
- routine inspections of ancillary systems
- checks prior to operations
- checks on completion of operations
- checks on completion of maintenance activities

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
- minor repairs to ancillary systems in accordance with instructions

Minor routine servicing may include:
- topping up of water levels
- replacement of oils
- replacement of air in tyres
- topping up of fluid levels in ancillary systems where relevant
Environmental hazards may include:

- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace routine servicing and maintenance procedures, checklists and instructions for both the vehicle and associated ancillary equipment
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- maintenance checklists and records
- vehicle manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when servicing and maintaining vehicles designed to carry special loads
- OH&S procedures to be followed when servicing and maintaining vehicles designed to carry special loads

Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB5307B** Maintain mechanical signalling locking and interlocking devices

**Unit Descriptor**
This unit involves the skills and knowledge required to maintain mechanical signalling locking and interlocking devices in accordance with safeworking and regulatory requirements and workplace procedures, including diagnosing and correcting faults in the devices, and testing and adjusting the repaired equipment to meet workplace and manufacturers standards. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of mechanical signalling locking and interlocking devices as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
B – Equipment Checking & Maintenance

**ELEMENT PERFORMANCE CRITERIA**
Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Diagnose locking/interlocking equipment faults</strong></td>
<td>1.1 Out-of-specification or non-operating mechanical locking and interlocking signalling equipment /components are correctly identified through operational testing</td>
</tr>
<tr>
<td></td>
<td>1.2 Viability of adjustments/replacements/repairs to equipment/components is correctly evaluated to ensure cost effective operations</td>
</tr>
<tr>
<td></td>
<td>1.3 Work is planned to ensure minimum disruption to train operations and safe repair activities</td>
</tr>
<tr>
<td></td>
<td>1.4 Support/assistance with diagnosis or repair operations is obtained through liaison with appropriate personnel</td>
</tr>
<tr>
<td><strong>2 Correct equipment faults</strong></td>
<td>2.1 Mechanical locking and interlocking signalling equipment and component cleaning/lubrication and adjustment is performed to specifications to ensure required level of operations</td>
</tr>
<tr>
<td></td>
<td>2.2 Equipment and components are replaced or repaired as per operational specifications to ensure required level of</td>
</tr>
</tbody>
</table>
2.3 Viability of repairs to replaced equipment/components is evaluated and equipment tagged for repair or disposed of in line with workplace requirements

2.4 Liaison with or support to other personnel is maintained to ensure equipment is maintained within specification

3 Test and adjust locking/interlocking equipment

3.1 All locking/interlocking equipment functions are tested to ensure operational compliance with required standards

3.2 Final cleaning, lubricating and adjustments to equipment are carried out to ensure operational compliance

3.3 Equipment is locked/secured as specified to ensure safety and protection from elements or persons

3.4 Records of repair activities are correctly completed and forwarded to appropriate personnel for use in identifying future maintenance requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the repair and adjustment of mechanical locking and interlocking signalling equipment
- Problems that may occur during the repair and adjustment of mechanical locking and interlocking signalling equipment and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing and adjusting mechanical locking and interlocking signalling equipment and ways of controlling the risks involved
- Contents of technical specifications and manuals
- Documentation/authorisation processes and procedures
- Track layout
- Material safety data sheets
- Mechanical fitting techniques
- Workshop facilities, personnel and manufacturing/repair capabilities
- Overview of other operations and personnel (i.e. non-mechanical)
- Material procurement procedures
- Principles of railway signalling, particularly those dealing with mechanical locking and interlocking equipment
- Use of chemicals, solvents and lubricants
- Fault detection techniques
Required skills:

- Communicate effectively with others when repairing and adjusting mechanical locking and interlocking signalling equipment
- Read and interpret instructions, procedures, information and signs relevant to the repair and adjustment of mechanical locking and interlocking signalling equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the repair and adjustment of mechanical locking and interlocking signalling equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when repairing and adjusting mechanical locking and interlocking signalling equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing and adjusting mechanical locking and interlocking signalling equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when repairing and adjusting mechanical locking and interlocking signalling equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate mechanical locking and interlocking signalling equipment
- Correctly use protective paints and lubricants including appropriate painting techniques
- Select and use hand, portable, power and air tools
- Repair and replace mechanical locking and interlocking equipment
- Apply relevant test procedures
- Operate mechanical signalling equipment

RANGE STATEMENT

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

Operations may be conducted:
- by day or night
- in all relevant weather conditions
Equipment may include:
- both locking and interlocking equipment including:
  - signals
  - points equipment
  - ground frames
  - level crossing and tramway crossing mechanisms
  - frames
  - rods
  - bars
  - platforms
  - structures
  - housings
  - boxes
  - signage

Repairs may include:
- filing
- grinding
- replacement of components including:
  - bushes
  - pivot pins
  - gears
  - wear plates
  - welding
  - joining

Adjustments may include:
- designed adjustment components
- shimming
- checking of clearances and tolerances

Cleaning and lubrication includes:
- all cleaning operations by hand, chemical or steam cleaning
- the application of protective paints or sealing agents
- the application of lubricating oils and greases

Operational compliance includes:
- manufacturers or workplace specifications for functional movements, operations and outcomes

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Tools and equipment may include:
- hand tools
- portable power generators
- air compressors
- measuring rules
- gauges
Communication equipment may include:
- two-way radios
- telephones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record books
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB5807B Maintain aerial signal/telecommunications lines and cables

Unit Descriptor
This unit involves the skills and knowledge required to maintain aerial signal/telecommunications lines and cables in accordance with safeworking and regulatory requirements and workplace procedures, including inspecting and servicing line and cable routes, diagnosing any identified line and cable faults and repairing any line and cable faults to the standards specified to ensure system integrity. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of aerial signal/telecommunications lines and cables as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Inspect and service line and cable routes
1.1 Routes are inspected and recorded and arrangements are made for the removal of any obstructions, damage, infringing vegetation to provide free access to cables/aerials
1.2 Routes are physically inspected to determine any breaks, misalignments, damage and insulation wear requiring repair
1.3 Poles are inspected for deterioration and a safety assessment is made

2 Diagnose line and cable faults
2.1 Permission to test isolated equipment is confirmed prior to any work being undertaken
2.2 Probable location of fault is identified from visual inspection and circuit tests are conducted to isolate fault area
2.3 The nature of the fault is identified from further tests and corrective action required is identified to enable appropriate arrangements for resources and for work to be performed
2.4 Disconnection/insulation procedures are applied to enable maintenance work to be carried out in isolation to systems where lines are in close proximity to high voltage services

3 Repair line and cable faults

3.1 Work site is made safe in accordance with organisations safety requirements to enable repair work to be safely undertaken
3.2 Aerial lines/cables are repaired to operational and technical requirements using appropriate jointing or replacement/repair procedures
3.3 Repaired/replaced line/cable is tested to specified standards to ensure conformity to operational and technical requirements
3.4 Appropriate personnel are notified of completed repairs/replacement and appropriate documentation is completed in accordance with organisations requirements and returned to appropriate organisation/department as required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the maintenance of aerial signal/telecommunications lines and cables
- Problems that may occur during the maintenance of aerial signal/telecommunications lines and cables, and action that can be taken to report or resolve the problems
- Hazards that may exist when maintaining aerial signal/telecommunications lines and cables, and ways of controlling the risks involved
- Electrical theory and principles relevant to aerial cables
- Line/cable technical specifications
- Test equipment and procedures
- Fault diagnosis/problem solving
- Techniques for the operation of support equipment
- Pole top rescue procedures
- Common aerial cable system faults
- Clearance procedures from other services
- AS 3000 and AUSTEL requirements relevant to aerial cables
- Documentation and record keeping requirements
 Required skills:

- Communicate effectively with others when maintaining aerial signal/telecommunications lines and cables
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the maintenance of aerial signal/telecommunications lines and cables
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of aerial signal/telecommunications lines and cables
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when maintaining aerial signal/telecommunications lines and cables
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when maintaining aerial signal/telecommunications lines and cables in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when maintaining aerial signal/telecommunications lines and cables
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Select and use hand tools, power tools and equipment
- Use relevant test equipment and aerial cable testing techniques
- Diagnose and repair aerial cable faults
- Carry out line/cable/conductor jointing and termination
- Use mechanised equipment
- Carry out a pole top rescue

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

Operations may be conducted:  
- by day or night  
- in all relevant weather conditions
Work may be conducted:
  • restricted spaces
  • exposed conditions
  • controlled or open environments

Work may involve exposure to:
  • chemicals
  • dangerous or hazardous substances
  • movements of equipment, materials and vehicles

Aerial signal/telecommunications lines and cables to be maintained may include:
  • all those in service in the Australian rail systems

Cables may include:
  • multi core wires
  • open wires
  • low voltage

All signalling cables and cable products must be:
  • supplied and installed to AS 3000 or appropriate organisational standards

Fittings may include:
  • poles
  • cross arms
  • insulators including spindles, stays and guards
  • aerial lines
  • transpositioning
  • joint sleeves
  • tie wires

Test equipment may include:
  • meggers
  • isolator and probe sets
  • wire test sets
  • pulse echo fault locaters
  • ohm meters
  • earth fault locaters
  • earth testers
  • arrestor testers
  • multi meters
  • test phones
  • tone generators
  • insulation and continuity testers
  • oscilloscopes
Faults may include:
- crossed wires
- high resistance joints
- broken/damaged insulators
- crossed/damaged lead-in cables
- circuit faults
- damage caused by bushfires
- storm damage
- wind damage
- earth conductors

Faults may be reported by:
- train crews
- public response
- fault centres
- fault indicators
- internal users
- train controllers

Communication equipment may include:
- two-way radios
- computers
- telephones

Safety and protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- circuit diagrams and schematics
- engineering drawings
- line diagrams
- line field books
- signalling/telecommunication circuits
- pole testing technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB607C  Carry out inspection of vehicles designed to carry special loads

Unit Descriptor
This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle designed to carry a special load, including action to implement manufacturers specifications for routine checks of the vehicle and its associated equipment, to clean the vehicle and its associated equipment, and to ensure that all specified safety requirements are met and that the vehicle and equipment are operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority and workplace procedures and policy concerning vehicle inspection.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle checking and maintenance principles and procedures to inspect a commercial vehicle designed to carry special loads across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Check vehicle
1.1 A visual check of the internal and external condition of the vehicle is carried out in accordance with workplace procedures
1.2 Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with road safety standards
1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specifications
1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems
1.5 Warning systems (instruments and gauges) are checked to ensure they are operational
1.6 Where relevant, vehicle-monitoring device is logged on/off in accordance with manufacturers instructions and workplace policy
2 Clean vehicle and ancillary equipment

2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation

2.2 Special purpose ancillary equipment is cleaned in accordance with any relevant government regulations and workplace procedures

3 Complete documentation

3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation

3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace policies

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant duty of care requirements for the routine inspection of vehicles designed to carry special loads
- Relevant OH&S and environmental procedures and regulations
- Procedures for the checking and routine inspection of a commercial vehicle designed to carry special loads in accordance with workplace and manufacturers requirements and established safety rules and regulations including visual inspection procedures, pre-operational checking procedures and warning systems checking procedures
- Problems that may occur during the routine inspection of a vehicle and its associated ancillary equipment, and appropriate actions and solutions
- Techniques for the recognition of faults and vehicle/ancillary system irregularities
- Basic principles of operation of systems on commercial vehicles, including electrical systems, fuel systems, cooling systems, steering systems, exhaust systems, tyres, brakes, and relevant ancillary systems
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when carrying out the routine inspection of a vehicle and its associated ancillary equipment
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the routine inspection of a vehicle and its associated ancillary equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine inspection of a vehicle and its associated ancillary equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out the routine inspection of a vehicle and its associated ancillary equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when carrying out the routine inspection of a vehicle and its associated ancillary equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when carrying out the routine inspection of a vehicle and its associated ancillary equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Type of vehicle may include all vehicles designed to carry special loads, for example:

• concrete agitator
• livestock transporter
• armoured car
• tanker
• refrigerated vehicle
• waste vehicle
• fresh produce vehicle
• car carrier
• container carrier
• recovery vehicle

Inspection may be carried out in typical road transport situations, including:

• at day or night
• typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment
• while in a workplace, depot, base or warehouse
• while in the vehicle on the road
• while at a client's worksite
Ancillary equipment will be dependent on type of special load carried and may include:
- refrigeration systems
- concrete agitation systems
- car transporter systems
- livestock transporter systems
- waste loading/discharge systems
- recovery systems
- tanker pumping and related systems
- on-board cranes and hoists
- armoured car systems

Inspection may include:
- visual checks of vehicle
- routine checks of vehicle systems
- checks in accordance with a detailed inspection schedule

Routine checks may include:
- water levels
- oil levels
- air pressure in tyres
- brakes
- lights
- condition of tyres
- battery
- exhaust system
- suspension
- functions of associated ancillary equipment

Environmental hazards may include:
- leaking oil and fuel
- defective or inappropriately adjusted exhaust systems
- inappropriate disposal of vehicle fluids in drains or sewerage systems

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/records may include:

- workplace routine inspection procedures, checklists and instructions for both the vehicle and associated ancillary equipment
- relevant state/territory roads and traffic authority vehicle maintenance regulations
- inspection checklists and records
- manufacturers instructions, specifications and recommended procedures for both the vehicle and any associated ancillary equipment
- precautions and procedures to be adopted to protect the environment when inspecting and servicing vehicles designed to carry special loads
- OH&S procedures to be followed when inspecting and servicing vehicles designed to carry special loads

Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority regulations and requirements pertaining to the inspection of vehicles designed to carry special loads
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
# TLIB707C  Carry out maintenance of trailers

## Unit Descriptor
This unit involves the skills and knowledge required to carry out basic servicing and maintenance of a commercial trailer, including action to implement trailer manufacturers specifications for routine checks and maintenance, and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

## Employability Skills
This unit contains employability skills.

## Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine checking and maintenance principles and procedures to maintain a commercial trailer across a variety of operational contexts.

## Competency Field
B – Equipment Checking & Maintenance

## ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify faults and perform routine maintenance | 1.1 Trailer faults are identified and diagnosed in accordance with workplace procedures  
1.2 Trailer components are lubricated in accordance with manufacturers instructions and workplace procedures |
| 2 Carry out repairs on trailers | 2.1 Trailer's air/hydraulic brake system is inspected and adjusted, and any required minor maintenance or repairs carried out  
2.2 Trailer's electrical system is checked for correct operation and any required minor maintenance or repairs carried out  
2.3 Trailer's suspension and axles are inspected and identified faults repaired and/or reported in accordance with workplace procedures  
2.4 Trailer's wheels and tyres are inspected, removed, repaired and refitted, as required, in accordance with workplace policy |
| 3 Complete documentation | 3.1 Records of routine maintenance and repairs are kept in accordance with workplace procedures |
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant duty of care requirements for the routine servicing and maintenance of trailers
• Relevant OH&S and pollution control procedures
• Procedures for the checking, and routine service and maintenance of a commercial trailer in accordance with workplace and manufacturers requirements and established safety rules and regulations
• Problems that may occur during the routine servicing and maintenance of a trailer and appropriate actions and solutions
• Recognition and diagnosis of faults and trailer irregularities
• Basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems
• Basic fault finding procedures required during routine servicing and maintenance of trailers
• Housekeeping standards required for routine servicing and maintenance
• Procedures for the use and maintenance of the materials, tools and parts required for routine servicing and maintenance
• Reporting and documentation requirements

Required skills:
• Communicate effectively with others during the routine servicing and maintenance of a trailer
• Read and interpret instructions, procedures, information and signs relevant to the routine servicing and maintenance of a trailer
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the routine servicing and maintenance of a trailer
• Operate electronic communication equipment to required protocol
• Work collaboratively with others during the routine servicing and maintenance of a trailer
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified during the routine servicing and maintenance of a trailer in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Service trailer and equipment in terms of maintenance schedule and standard operating procedures
• Carry out lubrication processes in the course of work activities

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

Maintenance may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment
• while in a depot, base or warehouse
• while in the vehicle on the road
• while at a client's workplace

Trailers may include:
• any commercial trailers attached to vehicles used in the Australian transport industry

Maintenance checks may include:
• routine inspections of trailer and its systems
• checks prior to operations
• checks on completion of operations
• checks on completion of maintenance activities

Minor routine repairs may include:
• the replacement of blown globes in trailer lights
• minor repairs to couplings
• repairs to rear tail-light lens
• changing of tyres
• repair of tyre punctures

Minor routine servicing may include:
• topping up of water levels
• lubrication of trailer components
• checking of air in tyres
• checking of air/hydraulic brake systems
• checking of suspension and axles

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/records may include:
- workplace routine servicing and maintenance procedures, checklists and instructions
- relevant state/territory roads and traffic authority trailer maintenance regulations
- maintenance checklists and records
- trailer manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when servicing and maintaining trailers
- OH&S procedures to be followed when servicing and maintaining trailers

Applicable regulations and legislation may include:
- relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace.
TLIB7107B  Install and maintain pole mounted switches and transformers

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain pole mounted switches and transformers in accordance with safeworking and regulatory requirements and workplace procedures, including planning the installation and maintenance, preparing the worksite, installing switches and transformers in accordance with workplace specifications, maintaining switches and transformers, and completing all work in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the installation and maintenance of pole mounted switches and transformers as part of workplace activities across a variety of operational contexts within the Australian rail system.

Persons working on energised overhead or underground systems or electrical equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent to carry out the work involved.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Plan installation and maintenance
1.1 Works order is analysed and confirmed, if necessary by site inspection
1.2 Resources required for the job are identified and scheduled according to organisation procedures
1.3 Switch equipment and transformer is transported to the worksite
1.4 Liaison and communication issues are resolved according to organisation negotiation procedures

2 Prepare the worksite
2.1 Work plan and resources required are confirmed/checked at
the work-site

2.2 Personnel participating in the activity, including plant operators and contractors, are fully briefed

2.3 Road signs, barriers and warning devices are positioned to ensure a safe worksite

2.4 Safeworking practices are observed on or about the running track/line

2.5 Work-site is laid out in accordance with the work plan so as to ensure a minimum of waste and rework

2.6 Systems/circuits are isolated as required, proved safe to work on in accordance with works order, and electrical permits are received/accepted/returned

3 Install switches and transformers

3.1 Switch equipment, transformers and earthing systems are installed and connected

3.2 Transformer is tested and voltage output adjusted

3.3 Visual inspection is carried out to confirm that equipment/apparatus is in a safe condition to test and/or commission

3.4 Commission is carried out according to works order/plan

4 Maintain switches and transformers

4.1 Maintenance requirement is confirmed by detailed diagnosis at site

4.2 Maintenance, including removal, repair, replacement and reinstatement, is carried out in accordance with the works order and the condition of equipment

5 Complete the work

5.1 Worksite is rehabilitated

5.2 Appropriate authority is notified on completion of work

5.3 Records and documentation for updating system data are completed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of pole mounted switches and transformers
- Problems that may occur during the installation and maintenance of pole mounted switches and transformers
• Hazards that may exist when installing and maintaining pole mounted switches and transformers
• Switching or de-energising procedures and maintenance operations
• Characteristics, capabilities and uses of types of equipment included in the range of variables
• Visual inspection procedures
• Distribution system earthing procedures
• Relevant organisation and commercial publications, including construction manuals and technical instructions as they relate to the installation and maintenance of electrical equipment
• The responsibilities and rights of other authorities, clients and landowners
• Statutory/organisation traffic control requirements, rigging regulations and guidance signals for plan operations
• Live line working techniques and equipment
• Relevant electrical/electronic theory and principles
• Relevant recording and documentation procedures
• Relevant sections of Australian Standards AS 4292 and AS 3000

Required skills:
• Communicate effectively with others when installing and maintaining pole mounted switches and transformers
• Read and interpret instructions, procedures, information, technical data, manuals and drawings relevant to the installation and maintenance of pole mounted switches and transformers
• Interpret and follow operational instructions and prioritise work
• Communicate plans, intentions and safety criteria to others
• Complete documentation related to the installation and maintenance of pole mounted switches and transformers
• Operate electronic communication equipment to required protocol
• Perform calculations required for installation procedures
• Work collaboratively with others when installing and maintaining pole mounted switches and transformers
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining pole mounted switches and transformers in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use hand and power tools and equipment
• Select and use test equipment and testing techniques
• Apply appropriate repair/testing practices and procedures
• Rig/sling loads for lifting
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted: • by day or night • in all relevant weather conditions

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments

Work may involve exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, materials and vehicles

Switchgear covered by the unit may include: • sectionalisers • dropout fuses • disconnectors • isolators • air break switches • links • fuses • fuse switches • circuit-breakers

Electrical apparatus may include: • transformers • surge diverters • earthing systems

Liaison may involve: • personnel • plant • equipment • transport
Communication equipment may include:

- two-way radios
- computers
- telephones

Installation and maintenance work may be performed with:

- the system energised, subject to the organisation's procedures including those for the use of live line working techniques and equipment

Maintenance may include:

- the removal, repair and replacement of switching equipment and transformers including the repair, replacement and cleaning of associated hardware

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- works orders, including drawings, plans, materials and resource lists
- equipment/operational management information
- technical and engineering instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB7307B  Clean road tankers

Unit Descriptor
This unit involves the skills and knowledge required to clean road tankers in accordance with workplace procedures and OH&S and environmental protection regulations, including preparing for cleaning operations, steam cleaning a tanker, cleaning a tanker using water and detergent, finalising cleaning operations, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with OH&S and environmental protection regulations and workplace procedures.

Work is performed under some supervision, usually in a team environment. Work involves the application of routine principles and procedures to clean commercial tankers across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for cleaning operations

1.1 Vehicle is positioned under gantry in accordance with workplace procedures

1.2 Documentation is obtained from the vehicle driver to determine the product which has been previously carried in the tanker

1.3 The vehicle keys are taken from the driver to prevent 'accidental drive off' before the cleaning process is completed

1.4 Appropriate cleaning process is selected for type of tanker/load in accordance with workplace procedures

1.5 Cleaning materials are prepared in accordance with manufacturers instructions and workplace procedures

1.6 The required personal protection and safety equipment is selected and used in accordance with regulatory requirements and workplace procedures

2 Steam clean a tanker

2.1 The vehicle is earthed to prevent sparks and explosions

2.2 Valves are opened to allow draining of the wash materials and hoses attached in accordance with manufacturers instructions and workplace procedures

2.3 All access points, including vents and washing points, are opened and heat-sensitive auto fill probes removed in accordance with workplace procedures
2.4 Where the tank has held oil/diesel, a wash consisting of detergent wash and hot water rinse is carried out followed by the application of steam.

2.5 Where the tank has only held petrol, a steam clean only is carried out in accordance with workplace procedures.

2.6 After the wash, the unit is left to drain until liquid ceases to drain from the outlet valves and steam stops leaving the vents on the top of the tank.

2.7 All vents and valves are closed and the auto fill probes reconnected.

2.8 Plastic seals are placed on valves to signify the completed cleaning of the tanker where required in accordance with workplace procedures.

3 Clean a tanker using water and detergent

3.1 High pressure water and detergent is used to clean around the top of the tanker vents and hatches to remove dirt and they are rinsed clean with water.

3.2 Valves on the outlet manifold are opened and connected with flexible pipes to the waste storage facility or recycling tanks for the tank cleaner.

3.3 All hatches are opened and spray balls are placed into the tanks after checking visually for the condition of the tank. Where solid materials are present these are washed out with high pressure water prior to starting the cleaning cycle.

3.4 Tank is rinsed then washed with tank wash until waste is clear and then it is recycled into a holding tank for reuse leaving the tankers tank to drain.

3.5 Water in the holding tank is topped up and ph tested and solution is replaced if necessary in accordance with workplace procedures.

3.6 Tank is rinsed with water in short bursts until the liquid leaving the tank is clear.

3.7 Top of tank is hosed off again with water, and spray balls are removed.

3.8 The tank is visually checked, through the hatches with the aid of a torch, for cleanliness.

3.9 If cleanliness standards have not been achieved, the tanker is rewashed or re-rinsed as required. Hatches are closed.

3.10 At the conclusion of cleaning operations drainage hoses are removed, manifold checked for cleanliness, and drainage valves closed and sealed to indicate completed process in accordance with workplace procedures.

4 Complete cleaning operations

4.1 Due care is taken to ensure that the disposal of used cleaning materials is in accordance with environmental protection regulations and workplace procedures.
4.2 Wash water is suitably treated using available water cleaning and separation processes before draining into the sewerage system.

4.3 Cleaning equipment is cleaned, dried, checked and stored in accordance with workplace procedures.

4.4 Documentation on the cleaning operations is completed in accordance with workplace procedures and is returned to the driver along with the keys to the vehicle.

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge:**
- Relevant duty of care requirements for the routine cleaning of tankers.
- Relevant OH&S and pollution control procedures.
- Procedures for the cleaning of a commercial tanker in accordance with workplace and manufacturers requirements and established safety rules and regulations.
- Problems that may occur during the routine cleaning of a commercial road tanker and its associated ancillary equipment, and appropriate action and solutions.
- Processes for the recognition and diagnosis of faults and vehicle/ancillary system irregularities.
- Hazards that may exist during the cleaning of road tankers and ways of controlling the risks involved.
- Basic technical knowledge relevant to the cleaning of road tankers.
- Emergency procedures.
- Materials identification, handling and storage.
- Hazardous situations and related personal protection measures.
- Relevant recording and documentation procedures.
- Precautions and procedures to dispose of or reprocess cleaning wastes in accordance with environmental protection requirements.
- Housekeeping standards required for cleaning operations.

**Required skills:**
- Communicate effectively with others when cleaning road tankers.
- Read and interpret instructions, procedures, labels and manuals relevant to the cleaning of road tankers.
- Interpret and follow operational instructions and prioritise work.
- Complete documentation related to the cleaning of road tankers.
- Operate electronic communication equipment to required protocol.
- Work collaboratively with others when cleaning road tankers.
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others.
• Promptly report and/or rectify any identified problems that may occur when cleaning road tankers in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Carry out required cleaning operations
• Select and use appropriate cleaning equipment and materials
• Minimise waste during cleaning operations
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Type of vehicle may include:
• all tankers including those carrying petrol, diesel, oil, milk, wine and other liquid products

Cleaning operations may be carried out in appropriate facilities:
• by day or night
• in typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment
• while in the a depot, base or warehouse
• while at a client's workplace

Cleaning operations may include:
• steam cleaning
• water and detergent cleaning

Equipment and materials may include:
• detergents and cleaning chemicals
• hoses and spray balls
• steam cleaning equipment
• waste recycling tanks/equipment
• cleaning tools
Safety hazards may include but are not limited to:

- fire/ignition risk
- vapours and noxious gases
- working at heights
- slippery, wet surfaces
- steam burns

Environmental hazards may include:

- leaking oil and fuel
- inappropriate disposal of washing fluids in drains or sewerage systems

Depending on work context, safety and protective equipment may include:

- high visibility waterproof clothing
- hearing protection
- gloves
- safety glasses, headwear and footwear
- safety harness for working on top of tankers

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:

- workplace tanker cleaning procedures, checklists and instructions for the vehicle, tanks and related ancillary equipment
- relevant state/territory roads and traffic authority regulations
- ADG Code as it applies to tanker cleaning
- material safety data sheets
- tanker cleaning checklists and records
- tanker manufacturers specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when cleaning tankers
- OH&S procedures to be followed when cleaning tankers
- emergency procedure manuals
- QA plans and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code as it applies to the cleaning of tankers

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB7507A  Inspect and prepare a motive power unit

Unit Descriptor
This unit involves the skills and knowledge required to inspect, prepare and start a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes the checking and preparing of the motive power unit, visually examining the motive power unit, conducting in-cab checks, and starting and positioning the motive power unit for service in accordance with workplace requirements. This unit replaces relevant sections of the previous units TDTB2501A Prepare, start and shut down motive power unit and TDTC1501A Prepare, operate, monitor and stable motive power unit. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Start motive power unit

1.1 Roster is checked and interpreted for day's train driving activities

1.2 Allocation of motive power units is checked in conjunction with train controllers and roster clerk

1.3 Motive power unit to be inspected and prepared is located in the yard

1.4 Motive power unit is started in accordance with manufacturers instructions and any operating faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up

1.5 In the case of safety, critical or serious equipment faults that cannot be readily rectified, the motive power unit is shut down, the faulty equipment isolated and tagged and the problem reported for rectification

1.6 All instruments and gauges are observed and readings interpreted to confirm effective operation, including air and electrical. Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation
1.7 Fluid levels are rechecked after starting and appropriate action taken if required
1.8 Pre-departure checks are carried out to ensure motive power unit is braking and powering effectively and is safe to move

2 Prepare for work activities

2.1 Roster is checked and interpreted for day's train driving activities
2.2 Allocation of motive power units is checked as per notices in conjunction with train controllers and roster clerk
2.3 Trackside safety and basic electrification awareness procedures are followed while locating the allocated motive power unit in the yard
2.4 Motive power unit inspection and preparation duties are identified and interpreted
2.5 Train schedules and notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures
2.6 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional
2.7 Required personal protective equipment is obtained for use during the day's train driving activities
2.8 Motive power unit to be inspected and prepared is located in the yard

3 Inspect and prepare motive power unit

3.1 Features, functions and location of motive power unit and associated equipment are identified
3.2 Log book is checked to confirm serviceability of unit
3.3 Preparation and safety checks are conducted, in accordance with OH&S and other workplace policies and procedures
3.4 Motive power unit, kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements
3.5 Availability of appropriate fuel, lubricating oils, water, coolant and sand quantities (where applicable) are checked against journey requirements and appropriate action is taken to replenish them if required
3.6 Relevant OH&S and regulatory requirements are followed

4 Conduct in-cab checks

4.1 Motive power unit is checked in correct sequence and all equipment is confirmed to be operating to optimum requirements
4.2 Cab layout is checked and confirmed to meet operating requirements
4.3 Pre-departure mechanical checks are correctly performed and
correct functioning of all equipment is confirmed as per workplace procedures and manufacturers operating requirements

4.4 Supervisory controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly

4.5 Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly

4.6 Seat, windows, blinds, air conditioners, heaters and other personal in-cab equipment are checked and adjusted for correct functionality, safety and comfort

4.7 Auxiliary equipment is checked and is confirmed to be operational in accordance with operating requirements

4.8 Fire extinguisher and emergency toolbox are checked to confirm that they are in position and meet operational requirements

5 Complete documentation

5.1 All required documentation concerning the inspection of the motive power unit is completed in accordance with workplace procedures and regulatory requirements

5.2 Log book and other service records on the motive power unit are completed in accordance with workplace procedures and regulatory requirements

6 Position motive power unit

6.1 Authority to move and position motive power unit is obtained and relevant personnel are advised of intention and procedures

6.2 Motive power unit is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints

6.3 Motive power unit is positioned in accordance with operational requirements and directions

6.4 Motive power unit performance is monitored during operation in order to confirm effective operation or to identify defects

6.5 Equipment defects are identified, reported, rectified and recorded or relevant personnel are advised for assistance

6.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage

6.7 Train controller and other relevant personnel are advised that the motive power unit is secured in the required position and is ready for service

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Relevant OH&S and environmental procedures and regulations

Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems

Inspection procedures for a motive power unit

In-cab pre-operational checks for a motive power unit

Start-up procedures for motive power units

Operating procedures for motive power units

Braking and safety system procedures for motive power units

Operating controls to start, accelerate, decelerate and stop a motive power unit

Procedures for adjusting controls to optimise the operation of a motive power unit

Procedures for managing and controlling hazardous situations when preparing and starting up a motive power unit

Procedures for starting and operating auxiliary systems on a motive power unit

Procedures for checking fuel and fluid levels and carrying out lubrication processes on a motive power unit

External features of a motive power unit that must be checked during a pre-operational visual inspection

Procedures for minor maintenance including cleaning, brake shoe/pad replacement and sand box requirements

Procedures for identifying equipment defects and assessing for appropriate action

Typical defects that can occur on a motive power unit and related action that should be taken

Requirements for completing relevant documentation when inspecting and preparing a motive power unit

Procedures to be followed in the event of an emergency

Functions of all supervisory indicators and controls and related checks for correct operation

Communication equipment checks

Lubrication requirements for a motive power unit

Cleaning requirements for a motive power unit

Functions of auxiliary systems on a motive power unit and related checks for correct operation

Fuel tank capacity and range (where applicable)

Procedures for raising and lowering a pantograph on electric motive power units

Local procedures and operating requirements

Procedures for operating electronic communications equipment with required protocol

**Required skills:**

- Communicate effectively with others when inspecting and preparing a motive power unit
- Operate electronic communication equipment to required protocol
• Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, start-up and positioning of a motive power unit
• Document outcomes of inspection of a motive power unit
• Complete documentation related to the preparation and positioning of a motive power unit
• Work collaboratively with others inspecting and preparing a motive power unit
• Interpret and follow instructions and prioritise work
• Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in motive power units and associated equipment and procedures
• Monitor and anticipate operational problems and hazards and take appropriate action
• Check and replenish fluids and carry out lubrication requirements on a motive power unit
• Conduct a visual inspection of a motive power units and associated equipment
• Prepare a motive power unit prior to service
• Position a motive power unit in readiness for service

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

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Motive power units may include all motive power units in service within Australian rail systems and may include:
• diesel locomotives
• electric locomotives
• railcars
• multiple units (including electric multiple units)
Motive power equipment may include:

- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a motive power unit may include:

- lights
- hoses
- couplings
- destination boards (electric urban train services)
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs (in case of electric MPUs)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)
In-cab pre-operational checks will include:

- brake checks
- electro-pneumatic brake cut out test (for electric urban trains)
- driver's safety control test
- functionality checks of supervisory controls and indicators
- traction
- in-cab check of communication equipment (depending on type of MPU this may include radio, intercom, PA systems, passenger emergency intercom, passenger emergency systems, etc.)
- radio communication check with train controller
- seat
- windows and blinds
- air conditioners and heaters
- door locks
- fire extinguishers
- emergency toolbox
- passenger service resources

Electric motive power unit start-up sequence will include:

- check that handbrake is on
- check log book
- switch batteries on
- switch auxiliary compressor on
- pantograph up
- close main circuit breaker
- observe and interpret gauges (electric and air)
- take appropriate action if gauge readings outside normal operation range
- recheck fluid levels
- start motive power unit
Diesel motive power unit start-up sequence will include:

- check that handbrake is on
- check log book
- check all fluid levels (including radiator, crankcase oil, water, compressor oil and governor oil) and take appropriate action if outside required levels
- battery switch on
- isolation switch to 'start'
- all circuit breakers on
- observe and interpret gauges (electric and air)
- take appropriate action if gauge readings outside normal operation range
- recheck fluid levels
- start motive power unit

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement
Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of motive power unit may involve:

- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- notices in drivers' notice board/box
- reference cards
- train driver roster sheet and/or table card
- operational instructions, policies and procedures:
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB7607A Inspect and prepare a heritage motive power unit

Unit Descriptor
This unit involves the skills and knowledge required to inspect and prepare a heritage motive power unit in accordance with workplace procedures and the requirements of relevant rail regulations and codes of practice. It includes the checking and preparing of the motive power unit, visually examining the motive power unit, conducting in-cab checks, and starting and positioning the motive power unit for service in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under some supervision, generally within a team environment.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Start heritage motive power unit
1.1 Roster is checked and interpreted for day's train driving activities
1.2 Allocation of motive power units is checked in conjunction with train controllers and roster clerk
1.3 Motive power unit to be inspected and prepared is located in the yard
1.4 Motive power unit is started in accordance with manufacturers instructions and any operating faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up
1.5 In the case of safety, critical or serious equipment faults that cannot be readily rectified, the motive power unit is shut down, the faulty equipment isolated and tagged and the problem reported for rectification
1.6 All instruments and gauges are observed and readings interpreted to confirm effective operation, including air and electrical. Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation
1.7 Fluid levels are rechecked after starting and appropriate action taken if required
1.8 Pre-departure checks are carried out to ensure heritage motive power unit is braking and powering effectively and is safe to move

2 Prepare for motive power unit work activities

2.1 Roster is checked and interpreted for day's train driving activities
2.2 Allocation of motive power units is checked as per notices in conjunction with train controllers and roster clerk
2.3 Trackside safety and basic electrification awareness procedures are followed while locating the allocated motive power unit in the yard
2.4 Motive power unit inspection and preparation duties are identified and interpreted
2.5 Train schedules and notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures
2.6 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional
2.7 Required personal protective equipment is obtained for use during the day's train driving activities
2.8 Motive power unit to be inspected and prepared is located in the yard

3 Inspect and prepare motive power unit

3.1 Features, functions and location of motive power unit and associated equipment are identified
3.2 Log book is checked to confirm serviceability of unit
3.3 Preparation and safety checks are conducted, in accordance with OH&S and other workplace policies and procedures
3.4 Motive power unit, kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements
3.5 Availability of appropriate fuel, lubricating oils, water, coolant and sand quantities (where applicable) are checked against journey requirements and appropriate action is taken to replenish them if required
3.6 Relevant OH&S and regulatory requirements are followed

4 Conduct in-cab checks

4.1 Motive power unit is checked in correct sequence and all equipment is confirmed to be operating to optimum requirements
4.2 Cab layout is checked and confirmed to meet operating requirements
4.3 Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and manufacturers operating requirements

4.4 Supervisory controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly

4.5 Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly

4.6 Seat, windows, blinds, air conditioners, heaters and other personal in-cab equipment are checked and adjusted for correct functionality, safety and comfort

4.7 Auxiliary equipment is checked and is confirmed to be operational in accordance with operating requirements

4.8 Fire extinguisher, emergency toolbox and other required equipment are checked to confirm that they are in position and meet operational requirements

5 Complete documentation

5.1 All required documentation concerning the inspection of the motive power unit is completed in accordance with workplace procedures and regulatory requirements

5.2 Log book and other service records on the motive power unit are completed in accordance with workplace procedures and regulatory requirements

6 Position motive power unit

6.1 Authority to move and position heritage motive power unit is obtained and relevant personnel are advised of intention and procedures

6.2 Motive power unit is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints

6.3 Motive power unit is positioned in accordance with operational requirements and directions

6.4 Motive power unit performance is monitored during operation in order to confirm effective operation or to identify defects

6.5 Equipment defects are identified, reported, rectified and recorded or relevant personnel are advised for assistance

6.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage

6.7 Train controller and other relevant personnel are advised that the motive power unit is secured in the required position and is ready for service
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Relevant OH&S and environmental procedures and regulations
- Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
- Visual inspection procedures for a heritage motive power unit
- In-cab pre-operational checks for a heritage motive power unit
- Start-up procedures for motive power units
- Operating procedures for motive power units
- Braking and safety system procedures for motive power units
- Operating controls to start, accelerate, decelerate and stop a motive power unit
- Procedures for adjusting controls to optimise the operation of a motive power unit
- Procedures for managing and controlling hazardous situations when preparing and starting up a motive power unit
- Procedures for starting and operating auxiliary systems on a motive power unit
- Procedures for checking fuel and fluid levels and carrying out lubrication processes on a motive power unit
- External features of a motive power unit that must be checked during a pre-operational visual inspection
- Procedures for minor maintenance including cleaning, brake shoe/pad replacement and sand box requirements
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on a motive power unit and related action that should be taken
- Requirements for completing relevant documentation when inspecting and preparing a heritage motive power unit
- Procedures to be followed in the event of an emergency
- Functions of all supervisory indicators and controls and related checks for correct operation
- Communication equipment checks
- Lubrication requirements for a motive power unit
- Cleaning requirements for a motive power unit
- Functions of auxiliary systems on a motive power unit and related checks for correct operation
- Fuel tank capacity and range (where applicable)
- Procedures for raising and lowering a pantograph on electric motive power units
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol
**Required skills:**

- Communicate effectively with others when inspecting and preparing a heritage motive power unit
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, start-up and positioning of a motive power unit
- Document outcomes of visual inspection of a motive power unit
- Complete documentation related to the preparation and positioning of a motive power unit
- Work collaboratively with others as part of a train crew
- Interpret and follow instructions and prioritise work
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Check and replenish fluids and carry out lubrication requirements on a motive power unit
- Conduct a visual inspection of a motive power units and associated equipment
- Prepare a motive power unit prior to service
- Position a motive power unit in readiness for service

**RANGE STATEMENT**

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

**Operations may be conducted:**

- by day or night
- in all relevant weather conditions

**Heritage motive power units may include all heritage motive power units in service within Australian rail systems and may include:**

- diesel locomotives
- electric locomotives
- railcars
- multiple units (including electric multiple units)
Motive power equipment may include:

- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a heritage motive power unit may include:

- lights
- hoses
- couplings
- destination boards (electric urban train services)
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs (in case of electric MPUs)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)
In-cab pre-operational checks will include:

- brake checks
- electro-pneumatic brake cut out test (for electric urban trains)
- driver’s safety control test
- functionality checks of supervisory controls and indicators
- traction
- in-cab check of communication equipment (depending on type of MPU this may include radio, intercom, PA systems, passenger emergency intercom, passenger emergency systems, etc.)
- radio communication check with train controller
- seat
- windows and blinds
- air conditioners and heaters
- door locks
- fire extinguishers
- emergency toolbox
- passenger service resources

Electric heritage motive power unit start-up sequence will include:

- check that handbrake is on
- check log book
- switch batteries on
- switch auxiliary compressor on
- pantograph up
- close main circuit breaker
- observes and interpret gauges (electric and air)
- take appropriate action if gauge readings outside normal operation range
- recheck fluid levels
- start heritage motive power unit
Diesel motive power unit start-up sequence will include:

- check log book
- check all fluid levels (including radiator, crankcase oil, water, compressor oil and governor oil) and take appropriate action if outside required levels
- battery switch on
- isolation switch to 'start'
- all circuit breakers on
- handbrake on
- observes and interpret gauges (electric and air)
- take appropriate action if gauge readings outside normal operation range
- recheck fluid levels
- start heritage motive power unit

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement
Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of heritage motive power unit may involve:

- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- notices in drivers' notice board/box
- reference cards
- train driver roster sheet and/or table card
- operational instructions, policies and procedures:
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB7707A   Inspect and prepare a heritage steam locomotive

Unit Descriptor
This unit involves the skills and knowledge required to inspect and prepare a heritage steam locomotive with relevant workplace practices, rail regulations and codes of practice. It includes the checking and preparation of a heritage steam locomotive, visually examining the locomotive, conducting in-cab checks, and moving and positioning the locomotive for service in accordance with workplace requirements. This unit replaces part of the previous unit TDTC1401A Prepare, operate, monitor and stable steam locomotive. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to inspect, prepare and position a steam locomotive as part of workplace activities across a variety of operational contexts in the Australian heritage rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Light fire and raise steam

1.1 Roster is checked and interpreted for day's train driving activities
1.2 Allocation of locomotives is checked as per notices and in conjunction with train controllers and roster clerk
1.3 Locomotive to be inspected and prepared is located in the yard
1.4 Pre-light-up procedures applicable to the type of fire box are identified and followed to enable safe boiler operation
1.5 Light-up procedures and safety practices are followed to build up steam within the boiler and to ensure 'smoking' is minimised
1.6 Instruments and equipment are monitored to ensure safe and efficient operation as steam pressure is raised to operating level
1.7 Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation

2 Prepare for steam locomotive work activities

2.1 Roster is checked and interpreted for day's train driving activities
2.2 Allocation of locomotives is checked as per notices and in conjunction with train controllers and roster clerk
2.3 Trackside safety and basic electrification awareness procedures are followed while locating the allocated locomotive in the yard
2.4 Locomotive inspection and preparation duties are identified and interpreted
2.5 Train schedules and notices and other operational and regulatory documentation is accessed and interpreted
2.6 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional
2.7 Required personal protective equipment is obtained for use during the day's train driving activities
2.8 Locomotive to be inspected and prepared is located in the yard

3 Inspect and prepare locomotive

3.1 Features, functions and location of locomotive and associated equipment are identified
3.2 Log book is checked to confirm serviceability of locomotive
3.3 Preparation and safety checks are conducted, in accordance with OH&S and other workplace policies and procedures
3.4 Locomotive, kit and equipment are checked and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements
3.5 Availability of appropriate fuel, lubricating oils, water and sand quantities (where applicable) are checked against journey requirements and appropriate action is taken to replenish them if required
3.6 Relevant OH&S and regulatory requirements are followed

4 Conduct in-cab checks

4.1 Locomotive is checked in correct sequence and all equipment is confirmed operating to optimum requirements
4.2 Cab layout is checked and confirmed to meet operating requirements
4.3 Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and operating requirements
4.4 Operational controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly
4.5 Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly

4.6 Auxiliary equipment is checked and is confirmed to be operational in accordance with operating requirements

4.7 Fire extinguisher, safety equipment, emergency toolbox and any other required equipment are checked to confirm they are in position and meet operational requirements

4.8 Pre-departure checks are carried out to ensure locomotive is braking and powering effectively and is safe to move

5 Complete documentation

5.1 All required documentation concerning the inspection, preparation and start up of the locomotive is completed in accordance with workplace procedures and regulatory requirements

5.2 Log book and other service records on the locomotive are completed in accordance with workplace procedures and regulatory requirements

6 Position motive power unit

6.1 Authority to move and position locomotive is obtained and relevant personnel are advised of intention and procedures

6.2 Locomotive is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints

6.3 Locomotive is positioned in accordance with operational requirements and directions

6.4 Locomotive performance is monitored during operation in order to confirm effective operation or to identify defects

6.5 Equipment defects are identified, rectified and recorded or relevant personnel are advised for assistance

6.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage

6.7 Train controller and other relevant personnel are advised that the locomotive is secured in the required position and is ready for service

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations

- Relevant OH&S and environmental procedures and regulations

- Locomotive controls, instruments and indicators and their purpose, location and use
• Inspection procedures for a heritage steam locomotive
• In-cab pre-operational checks for a heritage steam locomotive
• Procedures for lighting fire and raising steam on heritage steam locomotives
• Operating procedures for locomotives
• Braking and safety system procedures for steam locomotives
• Operating controls to start, accelerate, decelerate and stop a heritage steam locomotive
• Procedures for adjusting controls to optimise the operation of a heritage steam locomotive
• Procedures for managing and controlling hazardous situations when preparing and firing up a heritage steam locomotive
• Procedures for starting and operating auxiliary systems on a locomotive
• Procedures for checking fuel and fluid levels and carrying out lubrication processes on a locomotive
• Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
• External features of a steam locomotive that must be checked during a pre-operational visual inspection
• Procedures for minor maintenance including cleaning, brake shoe/pad replacement and sand box requirements
• Procedures for identifying equipment defects, assessing and reporting for appropriate action
• Typical defects that can occur on a steam locomotive and related action that should be taken
• Requirements for completing relevant documentation when inspecting and preparing a steam locomotive
• Procedures to be followed in the event of an emergency
• Functions of all supervisory indicators and controls and related checks for correct operation
• Communication equipment checks and operating procedures
• Lubrication requirements for a heritage steam locomotive
• Cleaning requirements for a heritage steam locomotive
• Functions of auxiliary systems on a heritage steam locomotive and related checks for correct operation
• Fuel capacity and range (where applicable)
• Local procedures and operating requirements
• Procedures for operating communications equipment with required protocol

**Required skills:**
• Communicate effectively with others when inspecting and preparing a heritage steam locomotive
• Operate electronic communication equipment to required protocol
• Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation and positioning of a heritage steam locomotive
• Document outcomes of visual inspection of a heritage steam locomotive
• Complete documentation related to the preparation and positioning of a steam locomotive
• Work collaboratively with others as part of a train crew
• Interpret and follow instructions and prioritise work
• Identify and assess steam locomotive defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in steam locomotives and associated equipment and procedures
• Monitor and anticipate operational problems and hazards and take appropriate action
• Check and replenish fluids and carry out lubrication requirements on a steam locomotive
• Conduct an inspection of a steam locomotives and associated equipment
• Prepare a steam locomotive prior to service
• Light fire and raise steam on a steam locomotive
• Position a steam locomotive in readiness for service

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

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Heritage steam locomotives may include:
• any heritage steam locomotives in service within Australia

Equipment on a heritage steam locomotive may include:
• steam locomotive instrumentation (gauges)
• feed water controls
• boiler controls and safety devices
• braking systems
• driving and other operational controls
• communication systems
• warning equipment
• ancillary systems
• vigilance systems
• traction systems
• head and marker lights

Communications equipment may include:
• portable and fixed two way radio
• mobile phone
Inspection of a heritage steam locomotive may include:

- lights
- hoses
- couplings
- brake equipment
- wheels
- seals
- sand and fuel
- glass windows and doors
- audible faults (e.g. hiss of escaping air or steam)
- visible faults (e.g. oil leaks, tears and cracks)

Pre-operational checks will include:

- brake checks
- driver's safety control test
- functionality checks of supervisory controls and indicators
- check of communication equipment (depending on type of locomotive, this may include radio, passenger emergency systems, etc.)
- radio communication check with train controller
- windows and blinds
- fire extinguishers
- emergency toolbox

Auxiliary equipment may include:

- steam regulator
- cab sprinkler
- gauges
- generator
- sandboxes
- whistle
- steam turbine generator
- all ancillary valves
- hand brake
- injectors
- lubricators
- gauge glasses
- blower
- damper
- cylinder cocks
- mechanical stoker
- oil burning apparatus
Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of steam locomotive may involve:

- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- steam locomotive operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- operational instructions, policies and procedures, including: those related to preventing steam locomotives from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual
Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB7807A**  
**Inspect, prepare and start an electric tram**

### Unit Descriptor
This unit involves the skills and knowledge required to inspect, prepare and start an electric tram in accordance with relevant regulations and workplace practices. It includes the checking and preparing of the electric tram, visually examining the electric tram, conducting on-tram checks, and starting and positioning the electric tram for service in accordance with workplace requirements. This unit replaces part of the previous unit TDTC2101A Drive tram Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to inspect, prepare, start and position an electric tram as part of workplace activities across a variety of operational contexts.

### Competency Field
B – Equipment Checking & Maintenance

### ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Plan and prepare an electric tram | 1.1 Roster is checked and interpreted for day's tram driving activities  
1.2 Allocation of electric trams is checked in conjunction with tram controllers and roster clerk  
1.3 Electric tram inspection and preparation duties are identified and interpreted  
1.4 Tram schedules and notices and other operational and regulatory documentation is accessed and interpreted in accordance with workplace procedures  
1.5 Communication equipment required for the day's operations is obtained and checked to ensure that it is functional  
1.6 Required personal protective equipment is obtained for use during the day's tram driving activities  
1.7 Electric tram to be inspected and prepared is located in the depot |
1.8 Depot safety and basic electrical equipment awareness procedures are followed while locating the tram in the depot.

2 Visually inspect and prepare electric tram

2.1 Features, functions and location of electric tram and associated equipment are identified

2.2 Log book is checked to confirm serviceability of unit

2.3 Pre-start internal and external safety and maintenance checks are conducted, in accordance with OH&S and other workplace policies and procedures

2.4 Electric tram and equipment are checked by visual inspection and defects and deficiencies are recorded and rectified, isolated, tagged (where applicable) or reported as per workplace procedures and regulatory requirements

2.5 Availability of traction power and sand if required are checked against journey requirements as per workplace procedures and regulatory requirements

2.6 Relevant OH&S and regulatory requirements are followed

3 Conduct on-tram checks

3.1 Electric tram is checked in correct sequence and all lights are confirmed operating to optimum requirements

3.2 Pre-departure mechanical checks are correctly performed and correct functioning of all equipment is confirmed as per workplace procedures and manufacturers operating requirements

3.3 Supervisory controls and indicators are checked to ensure they are functioning correctly and appropriate action is taken if they are not working correctly

3.4 Communication equipment is checked to ensure that it is functioning correctly and appropriate action is taken if it is not working correctly

3.5 Seat, windows, blinds and other personal in-cab equipment are checked and adjusted for correct functionality, safety and comfort

3.6 Ancillary equipment is checked and is confirmed to be operational in accordance with operating requirements

3.7 Fire extinguisher, point bars and any other required tools are checked to confirm that they are in position and meet operational requirements

4 Start electric tram

4.1 Electric tram is started in accordance with instructions and any operating faults are recognised, diagnosed, reported and recorded in appropriate records for follow-up

4.2 In the case of safety, critical or serious equipment faults that cannot be readily rectified, the electric tram is shut down and reported for rectification in accordance with procedures
4.3 All instruments and gauges are observed and readings interpreted to confirm effective operation, including air and electrical. Where a problem is indicated, action is taken to determine the cause and to rectify or report the situation

4.4 Sand operation (if applicable) is checked after starting and appropriate action is taken if not effectively functioning

4.5 Pre-departure checks are carried out to ensure electric tram is braking and powering effectively and is safe to move

5 **Position electric tram**

5.1 Authority to move and position electric tram is obtained and relevant personnel are advised of intention and procedures

5.2 Electric tram is operated in accordance with standard procedures and regulatory requirements and within operating and operational constraints

5.3 Electric tram is positioned in accordance with operational requirements and directions

5.4 Tram performance is monitored during operation in order to confirm effective operation or to identify defects

5.5 Equipment defects are identified, rectified and recorded or relevant personnel are advised for assistance

5.6 Relevant OH&S and regulatory requirements are followed to ensure safety and to prevent injury and damage

5.7 Relevant personnel are advised that the electric tram is secured in the required position and is ready for service

6 **Complete documentation**

6.1 All required documentation concerning the inspection, preparation and start-up of the electric tram is completed in accordance with workplace procedures and regulatory requirements

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental procedures and regulations
- Electric tram controls, instruments and indicators and their purpose, location and use
- Monitoring devices; braking and power equipment; safety systems; ancillary systems; and any signalling systems
- Visual inspection procedures for an electric tram
- On-tram pre-operational checks for an electric tram
- Start-up procedures for an electric tram
- Braking and safety system procedures for electric trams
Operating controls to start, accelerate, decelerate and stop an electric tram
Procedures for adjusting controls to optimise the operation of an electric tram
Procedures for managing and controlling hazardous situations when preparing and starting up an electric tram
Procedures for starting and operating ancillary systems on an electric tram
Functions of sand as used on an electric tram and the procedures for checking and refilling sand levels and carrying out sand system testing processes on an electric tram
Principles, purpose and location of controls, monitoring devices, braking, power source and traction systems
External features of an electric tram that must be checked during a pre-operational visual inspection
Procedures for minor maintenance including cleaning
Procedures for identifying equipment defects and assessing for appropriate action
Typical defects that can occur on an electric tram and related action that should be taken
Requirements for completing relevant documentation when inspecting, preparing and starting an electric tram
Procedures to be followed in the event of an emergency
Functions of all supervisory indicators and controls and related checks for correct operation
Communication equipment checks
Cleaning requirements for an electric tram
Functions of ancillary systems on an electric tram and related checks for correct operation
Procedures for raising and lowering a pantograph or trolley pole on an electric tram
Procedures for operating any electronic communications equipment with required protocol
Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term management of fatigue

Required skills:

Communicate effectively with others when inspecting, preparing, starting up and positioning an electric tram
Operate any electronic communication equipment to required protocol
Read and interpret instructions, procedures and information and signs relevant to the visual inspection, preparation, starting and positioning of an electric tram
Document outcomes of visual inspection of an electric tram
Complete documentation related to the inspection, preparation, start up and positioning of an electric tram
Work collaboratively with others during the inspection, preparation, start up and positioning of an electric tram
Interpret and follow instructions and prioritise work
Identify and assess tram defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in trams and associated equipment and procedures
- Monitor and anticipate operational problems and hazards and take appropriate action
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Check and replenish sand (where applicable) on an electric tram
- Conduct a visual inspection of an electric tram and associated equipment
- Prepare and start an electric tram prior to service
- Position an electric tram in readiness for service
- Apply fatigue management knowledge and techniques

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

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:
- hand-operated or foot pedal control systems or both

Electric tram equipment may include:
- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Pre-operation checks may include:
- sand levels
- brake testing
- lights – internal and external
- air systems
- interlocks and door controls
Visual inspection of an electric tram may include:

- lights
- hoses
- couplings
- destination indicators or signs
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand
- pantographs or trolley poles
- electrical cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

In-cab pre-operational checks may include:

- brake checks
- driver's safety control test
- functionality checks of supervisory controls and indicators
- traction controls
- in-cab check of communication equipment (depending on type of tram this may include radio, intercom, PA systems, passenger emergency intercom, passenger emergency systems, etc.)
- radio communication check with tram controller
- seat (ergonomic setting for safety, function and comfort)
- windows and blinds
- door locks
- fire extinguishers
- point bars, any other tools and tool boxes
Electric tram start-up sequence may include:

- check log book
- pantograph or trolley pole up
- switch on batteries, if any
- switch on compressor, if any
- close all power control switches
- close all light switches and set lights for proposed direction of travel
- check sand levels and functions
- check handbrake/park brake is functioning correctly
- observe and interpret gauges
- take appropriate action if gauge readings outside normal operation range
- start tram

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers
- internal and external suppliers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information and documents may include:

- relevant national and state or territory transport regulations and codes of practice
- notices in drivers’ notice board/box
- reference cards
- tram driver roster sheet and/or table card
- operational instructions, policies and procedures:
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIB7907A Set up and secure a towing situation

Unit Descriptor
This unit involves the skills and knowledge required to plan a towing job and set up towing situation, including obtaining and confirming job instructions, assessing towing requirements, determining a plan of action, and carrying out all required action to set up and secure a towing situation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable OH&S legislation and other relevant regulations covering the setting up and securing of a towing situation.

Work is performed under limited supervision. It involves the application of regulatory requirements and standard operating procedures to the setting up and securing of a towing situation.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

1 Obtain information on towing job
1.1 Information on the towing job is obtained from base or depot as per procedures
1.2 Further information on towing requirements is obtained at the scene of the job

2 Assess towing requirements
2.1 Equipment requirements and techniques to carry out the towing job are assessed
2.2 Potential hazards that may be experienced at the towing site and during the towing operation are identified and appropriate precautions and strategies are adopted to manage and control the risks involved
2.3 Type of vehicle to be towed is identified and critical aspects of vehicle design determined as they relate to allowable towing arrangements and configurations

3 Determine appropriate plan of action
3.1 Sequence of action and plan for the towing activity and the safety and security of persons, vehicles and property are determined as per regulatory requirements and standard operating procedures
3.2 Towing vehicle and associated equipment to carry out the job are organised to be available for the work

4 Set up and secure the
4.1 The setting up and securing of a towing situation are carried
out in accordance with the established action plan

4.2 Safety equipment, witch's hats and safety signs are deployed as per standard operating procedures and regulatory requirements

4.3 Onlookers and other personnel in the vicinity of the towing situation are managed as per applicable safety management procedures and security requirements

4.4 Vehicle or equipment to be towed is manoeuvred into position using relevant equipment as per standard operating procedures and regulatory requirements

4.5 Vehicle or equipment to be towed is secured using appropriate winches, ropes and cables as per relevant load restraint regulations and standard operating procedures

5 Record and report results of inspection and testing

5.1 The assessment of the towing situation and action taken are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines

5.2 Records are clear, unambiguous and concisely kept in accordance with workplace procedures

5.3 Clear reference is made to any issues, hazards or incidents that may have arisen when attending the towing situation and any related action taken

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations and standards relevant to the setting up and securing of a towing situation
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the checking and assessing of the operational capability of equipment
• Focus of operation of work systems, equipment, management and workplace standard operating systems for the checking and assessing of the operational capability of equipment
• The characteristics, applications, capabilities and limitations of the towing equipment
• Tools and equipment used when setting up and securing a towing situation and the precautions and procedures that should be followed in their use
• Problems that may occur when setting up and securing of a towing situation and appropriate action that can be taken to resolve the problems
• Operational safety requirements for the equipment concerned
• Hazards that may exist when setting up and securing of a towing situation and precautions and action that should be taken to minimise or eliminate the hazards concerned
• Documentation and record requirements when checking and assessing the operational capability of equipment
• Housekeeping standards and procedures required when setting up and securing a towing situation
Required skills:
- Communicate effectively with others when setting up and securing a towing situation
- Read and interpret instructions, procedures and information relevant to the setting up and securing of a towing situation
- Read and comprehend simple statements in English
- Complete documentation related to the setting up and securing of a towing situation
- Work safely and collaboratively with others when setting up and securing a towing situation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Modify activities depending on differing workplace contexts, risk situations and towing situations
- Recognise problems concerning the setting up and securing of a towing situation and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Prioritise work activities when setting up and securing a towing situation
- Select and use personal protective equipment as per OH&S requirements
- Select and use equipment and tools required when setting up and securing a towing situation

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

Work may be conducted:
- in a range of towing situations
- by day or night
- in a range of weather conditions

Customers may be:
- vehicle owners
- operators of expressways, freeways, tollways or tunnels
- police and other emergency services personnel
- local government authorities
- car park operators
- road traffic authorities
- owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.
Towing situations may include:

- vehicle accidents
- vehicle breakdowns
- expressway breakdowns and accidents
- tunnel breakdowns and accidents
- stolen cars
- vehicles illegally parked on clearways
- vehicles illegally parked in car parks
- abandoned vehicles
- carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.

Required towing vehicle may include:

- tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity)
- tow truck with crane and cradle
- towing vehicle with a detachable self loading table top
- articulated drop-deck low loader
- trailer

Potential hazards that may occur in various towing situations may include:

- vehicular traffic at the scene
- live electrical wires
- contaminated blood at scene
- weather conditions
- oil on vehicle trays (slippery surfaces)
- unsafe or damaged equipment
- unsafe procedures in the use of towing equipment
- fire at the scene
- spilt or leaking fuel or dangerous or hazardous goods or substances
- unsafe manual lifting procedures
- sharps that may be contaminated with transmittable diseases
Hazard control strategies may include:

- use of flashing lights on vehicles
- deployment of safety equipment such as warning signs or witch's hats
- strategic positioning of towing vehicle
- use of appropriate personal protective equipment, including reflective vests and raincoats
- use of safe procedures in the use of towing equipment
- checking equipment and isolating, rectifying or reporting any defective equipment
- following correct safety procedures in the event of live fallen electrical wires at an accident scene
- following correct procedures in the event of spilt or leaking fuel or dangerous or hazardous goods or substances as per the Australian Dangerous Goods Code
- using correct portable firefighting equipment to control a fire at the scene
- correct manual lifting strategies
- cleaning of vehicles (including removal of oil from vehicle trays)

Depending on the organisation concerned, operating procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing (raincoats and vests)
- portable fire extinguishers

Communication at towing sites and in the work area may include:

- mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications
Information and documents may include:

- standard procedures and policies for the setting up and securing a towing situation
- manufacturers specifications for towing vehicle, equipment and tools
- workplace and client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- quality assurance standards
- emergency procedures

Applicable legislation, regulations and codes may include:

- relevant standards and codes pertaining to the setting up and securing of a towing situation
- relevant state/territory regulations and licence/permit requirements pertaining to the operation of tow trucks
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB8007A  Use, clean and maintain towing equipment

Unit Descriptor

This unit involves the skills and knowledge required to use, clean and maintain towing equipment in accordance with workplace requirements. It includes carrying out pre-operation checks on equipment, carrying out basic routine servicing of the equipment, using the towing equipment, cleaning the equipment, and recording and reporting the results of checks in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the OH&S legislation and other relevant regulations covering the use, cleaning and basic servicing of the towing vehicle and the equipment concerned.

Work is performed under limited supervision. It involves the application of regulatory requirements and standard operating procedures to the use, cleaning and servicing of a towing vehicle and its equipment.

Competency Field

B – Equipment Checking & Maintenance

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

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

1 Visually inspect vehicle and towing equipment

1.1 Towing vehicle and equipment are visually inspected prior to operations as per standard pre-operational functional and safety check procedures and manufacturers specifications

1.2 Aspects of vehicle or equipment found to be faulty or outside manufacturers or workplace specifications are reported to designated persons for appropriate action

2 Check vehicle and towing equipment for operational capability

2.1 Towing vehicle and equipment are checked to ensure that they can be operated in accordance with manufacturers specifications and standard operating procedures

2.2 Safety systems are all checked for operational effectiveness

2.3 Routine servicing and lubrication checks of the tow truck and its equipment are carried out in accordance with the service schedule for the vehicle and the equipment concerned

3 Identify and assess impact of faults on towing operations

3.1 The effect of any identified faults on the operation of the towing vehicle and equipment is assessed

3.2 Faulty equipment or components that may affect the safe operation of the vehicle and equipment are isolated, tagged
and reported to the appropriate personnel for rectification

4 Use towing equipment on vehicle

4.1 Towing equipment is operated in accordance with manufacturers specifications and regulatory requirements

4.2 Attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice, regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment

4.3 Safety precautions are followed when using the towing equipment on a tow truck in accordance with standard operating procedures and occupational health and safety requirements

4.4 Personal protective equipment is worn in accordance with standard operating procedures and occupational health and safety requirements

5 Clean towing vehicle and its equipment

5.1 Appropriate cleaning process is selected for type of towing vehicle and its equipment in accordance with standard operating procedures

5.2 Cleaning materials are prepared in accordance with manufacturers instructions and standard operating procedures

5.3 The required personal protective and safety equipment is selected and used in accordance with regulatory requirements and standard operating procedures

5.4 Towing vehicle is cleaned using appropriate cleaning materials and tools as per standard procedures

6 Record and report results of visual inspection and operational checks

6.1 The results of the visual inspection and operational checks are accurately reported in accordance with regulatory requirements, workplace policy and standard procedures

6.2 Records are clear, unambiguous and concisely kept in accordance with workplace policy

6.3 Clear reference is made to any items which may affect the future safety of the towing vehicle or equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and standards relevant to the use, cleaning and servicing of a towing vehicle and its equipment
- Relevant OH&S and environmental protection procedures and guidelines
- Standard operating procedures and policies for the use, cleaning and servicing of a towing vehicle and its equipment
• Focus of operation of work systems, equipment, management and workplace standard operating systems for the use, cleaning and servicing of a towing vehicle and its equipment
• The characteristics, capabilities and limitations of the towing vehicle and its equipment
• Tools, materials and equipment used during the use, cleaning and maintenance of a towing vehicle and its equipment and the precautions and procedures that should be followed in their use
• Problems that may occur when using, cleaning and servicing a towing vehicle and its equipment and appropriate action that can be taken to resolve the problems
• Operational safety requirements for the towing vehicle and equipment concerned
• Documentation and record requirements when using, cleaning and servicing a towing vehicle and its equipment
• Housekeeping standards and procedures required when operating and servicing a tow truck and its equipment
• Hazards that may exist when using, cleaning and servicing a towing vehicle and its equipment and the precautions and action that should be taken to minimise or eliminate the hazards concerned

Required skills:
• Communicate effectively with others when using, cleaning and servicing a towing vehicle and its equipment
• Read and interpret instructions, procedures and labels relevant to the operation, cleaning and servicing of a towing vehicle and its equipment
• Complete documentation related to the operation, cleaning and servicing of a towing vehicle and its equipment
• Work safely and collaboratively with others when using, cleaning and servicing a towing vehicle and its equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Modify activities depending on differing towing contexts, risk situations and environments
• Recognise problems concerning the safety and operational capability of the towing vehicle and its equipment and take appropriate action
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating, cleaning and servicing a towing vehicle and its equipment
• Plan own work including predicting consequences and identifying improvements
• Adapt to changes in towing vehicles and associated equipment and procedures
• Use required personal protective equipment conforming to industry and OH&S standards including the operation of portable fire extinguishers
• Select and use relevant equipment, tools and cleaning agents when using, cleaning and servicing a towing vehicle and its equipment
RANGE STATEMENT

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

Work may be conducted:
- in a range of towing situations
- by day or night
- in a range of weather conditions

Customers may be:
- vehicle owners
- operators of expressways, freeways, tollways or tunnels
- police and other emergency services personnel
- local government authorities
- car park operators
- road traffic authorities
- owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.

Towing situations may include:
- vehicle accidents
- vehicle breakdowns
- expressway breakdowns and accidents
- tunnel breakdowns and accidents
- stolen cars
- vehicles illegally parked on clearways
- vehicles illegally parked in car parks
- abandoned vehicles
- carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.

Required towing vehicle may include:
- tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity)
- tow truck with crane and cradle
- towing vehicle with a detachable self loading table top
- articulated drop-deck low loader
- trailer

Purpose of equipment checking and inspection is to ensure:
- it is free from damage and faults that may prejudice safety or limit operational capability

Safety and operational capability checks may be performed:
- on a range of towing vehicles and their associated equipment

Operational and servicing checks may be performed by:
- operating and checking the functionality of various pieces of safety and component equipment (where applicable)
- completing a service checklist for the towing vehicle and its equipment
Potential problems that may be identified during visual inspections and service checks:
- fluid leaks
- low fluid levels
- damaged or worn cables and ropes
- broken equipment or parts
- cracks, surface or structural faults or other damage
- tightness of bolts, fixtures and fittings within specifications

Records and results of pre-operation and operational checks may include:
- details of faulty equipment or specific components
- action taken
- results of checks
- completion of a service checklist or schedules
- details of repair and maintenance work to be undertaken

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing (raincoats and vests)
- portable fire extinguishers

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications
Information and documents may include:

- standard procedures and policies for the operation, checking and servicing of towing vehicle, equipment and tools
- manufacturers specifications for towing vehicle, equipment and tools
- workplace and client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- industry code of practice
- relevant legislation, regulations and related documentation
- quality assurance standards
- emergency procedures

Applicable legislation, regulations and codes may include:

- relevant standards, codes and regulations pertaining to the towing vehicle and its equipment
- relevant state and territory OH&S legislation
- relevant state and territory environmental protection legislation

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
TLIB807C  Carry out inspection of trailers

Unit Descriptor
This unit involves the skills and knowledge required to carry out an inspection of a commercial trailer, including action to implement trailer manufacturers specifications for routine checks, to clean the trailer, and to ensure that all specified safety requirements are met and that the trailer is operational to the requirements of both the workplace and the relevant state/territory roads and traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial trailers.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine inspection principles and procedures to check a commercial trailer across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Check the trailer
1.1 A visual check of the internal and external condition of the trailer is carried out following workplace procedures
1.2 Pre-operational inspections and checks of the trailer's brake systems, suspension and axles, electrical systems and wheels and tyres are carried out to ensure conformance with road safety standards
1.3 Associated equipment is tested to ensure it functions correctly to manufacturers specification

2 Clean trailer
2.1 Trailer and associated equipment is cleaned in accordance with workplace procedures and legislation

3 Complete documentation
3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation
3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace policies
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant duty of care requirements for the routine inspection of trailers
- Relevant OH&S and pollution control procedures
- Procedures for the routine inspection of a commercial trailer in accordance with workplace and manufacturers requirements and established safety rules and regulations including visual inspection procedures and pre-operational checking procedures
- Problems that may occur during the routine inspection of a trailer and appropriate actions and solutions
- Basic principles of operation of systems on commercial trailers, including electrical systems, tyres, brakes and coupling systems
- Reporting and documentation requirements

Required skills:
- Communicate effectively with others during the routine inspection of a trailer
- Read and interpret instructions, procedures and other information relevant to the routine inspection of a trailer
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the routine inspection of a trailer
- Work collaboratively with others during the routine inspection of a trailer
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified during the routine inspection of a trailer in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor and check condition of trailer and its equipment in terms of maintenance schedule and standard operating procedures
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Maintenance may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- in confined spaces, exposed conditions and controlled or open environment
- while in a depot, base or warehouse
- while in the trailer on the road
- while at a client's workplace

Trailers may include:
- any commercial trailers attached to vehicles used in the Australian transport industry

Inspection may include:
- visual checks of trailer
- routine checks of trailer systems
- checks in accordance with a trailer inspection schedule

Routine checks may include:
- air pressure in tyres
- brakes
- lights
- condition of tyres
- suspension
- coupling systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/records may include:
- workplace routine inspection procedures, checklists and instructions
- relevant state/territory roads and traffic authority trailer maintenance regulations
- trailer manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining trailers
- OH&S procedures to be followed when inspecting trailers
Applicable regulations and legislation may include:

- relevant state/territory roads and traffic authority trailer maintenance regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIB8109A Repair timber structures**

**Unit Descriptor**
This unit involves the skills and knowledge required to repair timber structures and their components in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing and maintaining components, performing repairs, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair of structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
B – Equipment Checking & Maintenance

**ELEMENT PERFORMANCE CRITERIA**
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

**1 Determine job requirements**

1.1 Structures are inspected as necessary to locate defects

1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required

**2 Prepare component for repair**

2.1 Components requiring replacement are checked against standards and are measured for preparation of replacement component

2.2 Materials required for job are identified and organised as required to enable appropriate replacement of components

2.3 Replacement components are cut and shaped to the required standard in accordance with workplace procedures

2.4 Surfaces of components are treated using appropriate methods and materials as required

**3 Perform repairs**

3.1 Component is replaced to required standard in accordance with workplace procedures

3.2 Connections between timber members are tightened, repaired
or replaced using approved material and techniques

3.3 External timber deficiencies in components are treated with suitable materials as required to minimise degradation of components

4 **Clean up site**

4.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards

5 **Complete documentation**

5.1 Work as executed documentation is completed as required in accordance with workplace procedures

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the repair of timber structures and/or components
- Problems that may occur during the repair of structures and/or components, and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing structures and/or components, and ways of controlling the risks involved
- Functions of different types of timber structures
- Timber structures repair methods and techniques
- Types of timber and their characteristics and features
- Carpentry principles
- Relevant recording and documentation procedures

**Required skills:**

- Communicate effectively with others when repairing timber structures
- Read and interpret plans and specifications relevant to the repair of timber structures
- Follow operational instructions and work sequences when undertaking timber structures repair
- Complete documentation related to the repair of timber structures
- Operate communication equipment to required protocol
- Work collaboratively with others when repairing timber structures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing timber structures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the repair of timber structures
- Apply precautions to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Select and use relevant tools and equipment
• Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify defects

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

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Structures may include:
• underbridges, overbridges, footbridges
• culverts
• retaining walls
• platforms

Equipment may include:
• welding, oxy and cutting equipment
• temporary supports
• manual tools
• small power tools
• air tools and compressor
• scaffolding
• ladders
• elevated work platform (EWP)
• boat/barge
Materials may include:
- timber
- structural steel
- epoxy grouts
- paint (protective treatment)
- bolts and fasteners
- carbon fibre
- concrete

Maintenance methods may include:
- replacing
- repairing
- splicing
- bolting
- bonding
- screwing up
- painting (protective treatment)
- temporarily supporting
- shoring
- formwork

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- safety harness
- torch
- safety devices
- respirator

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - replacing timber components
  - repairing existing timber structures using a range of repair techniques
  - repairing a range of defect types

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIB8209A  Repair steel structures

Unit Descriptor
This unit involves the skills and knowledge required to repair steel structures and their components in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing and maintaining components, performing repairs, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair of structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements
1.1 Structures are inspected as necessary to locate defects
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required

2 Prepare component for repair
2.1 Components requiring repair are prepared according to requirements
2.2 Materials required for job are identified and organised as required to enable appropriate repair of components
2.3 Surfaces of components are treated using appropriate methods and materials as required
2.4 Components are assembled using appropriate lifting methods to ensure safety
2.5 Connection locations are checked for clearances and tolerances to allow smooth fitting of components
2.6 Fastening of components is performed to specification as required

3 Perform repairs
3.1 Steel members are accurately marked, drilled and cut in
accordance with workplace procedures

3.2 Component is replaced or repaired to required standard in accordance with workplace procedures

3.3 Replaced or repaired components are connected to the structure by approved methods in accordance with workplace procedures

3.4 Connections between steel members are tightened, repaired or replaced using approved material and techniques

3.5 External steel deficiencies in components are treated with suitable materials as required to minimise degradation of components

4 Clean up site

4.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards

5 Complete documentation

5.1 Work as executed documentation is completed as required in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the repair of steel structures
- Problems that may occur during the repair of steel structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing structures and/or components, and ways of controlling the risks involved
- Functions of different types of steel structures
- Steel structures repair methods and techniques
- Information on the use of epoxy and grouts for mortar pads
- Basic steel components assembly techniques
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when repairing steel structures
- Read and interpret plans and specifications relevant to the repair of steel structures
- Follow operational instructions and work sequences when undertaking steel structures repair
- Complete documentation related to the repair of steel structures
- Operate communication equipment to required protocol
- Work collaboratively with others when repairing steel structures
Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing steel structures in accordance with regulatory requirements and workplace procedures.

Implement contingency plans for unexpected events that may arise during the repair of steel structures.

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities.

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

Select and use relevant tools and equipment.

Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures.

Select and use required personal protective equipment.

Identify defects.

**RANGE STATEMENT**

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

Operations may be conducted: • by day or night • in all weather conditions

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments

Work may involve: • exposure to chemicals, and dangerous or hazardous substances • movements of equipment, goods and vehicles

Structures and components may include: • underbridges, overbridges, footbridges • culverts • tunnels • retaining walls • platforms • overhead wiring structures • signal gantries
Equipment may include:

- welding, oxy and cutting equipment
- temporary supports
- manual tools
- small power tools
- air tools and compressor
- scaffolding
- ladders
- elevated work platform (EWP)
- boat/barge

Materials may include:

- structural steel
- epoxy grouts
- cement grouts
- paint (protective treatment)
- bolts and fasteners
- carbon fibre

Structures maintenance methods may include:

- replacing
- repairing
- bolting
- bonding
- welding
- painting (protective treatment)

Liaison may include:

- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- safety harness and ropes
- torch
- safety devices
- respirator

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - replacing steel components
  - repairing existing steel structures using a range of repair techniques
  - repairing a range of defect types

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIB8309A Maintain bridge bearings

Unit Descriptor
This unit involves the skills and knowledge required to maintain bridge bearings in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, maintaining bridge bearings, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of bridge bearings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements
1.1 Bridges are inspected as necessary to locate bearings requiring maintenance
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required

2 Perform bearing maintenance
2.1 Components requiring maintenance are cleaned and prepared in accordance with workplace procedures
2.2 Bearing components are maintained to standard in accordance with workplace procedures

3 Clean up site
3.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards

4 Complete documentation
4.1 Work report documentation is completed as required in accordance with workplace procedures
REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for the maintenance of bridge bearings
• Problems that may occur during the maintenance of bridge bearings, and action that can be taken to report or resolve the problems
• Hazards that may exist when maintaining bridge bearings, and ways of controlling the risks involved
• Functions of different types of bridge bearings
• Routine maintenance methods and techniques
• Relevant recording and documentation procedures

Required skills:
• Communicate effectively with others when maintaining bridge bearings
• Read and interpret plans and specifications relevant to the maintenance of bridge bearings
• Follow operational instructions and work sequences when undertaking the maintenance of bridge bearings
• Complete documentation related to the maintenance of bridge bearings
• Operate communication equipment to required protocol
• Work collaboratively with others when doing the maintenance of bridge bearings
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when doing the maintenance of bridge bearings in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise during the maintenance of bridge bearings
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Select and use relevant tools and equipment
• Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify minor defects
RANGE STATEMENT

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

Operations may be conducted:  • by day or night
                                      • in all weather conditions

Work may involve:  • exposure to chemicals, and dangerous or hazardous substances
                   • movements of equipment, goods and vehicles

Structures may include:  • underbridges
                         • overbridges
                         • footbridges

Bearing types may include:  • fixed
                           • sliding
                           • floating

Equipment may include:  • manual tools
                        • small power tools
                        • jacks
                        • scaffolding
                        • ladders
                        • elevated work platform (EWP)
                        • boat/barge

Materials may include:  • cleaning products
                      • oil and grease
                      • bolts and fasteners

Structures maintenance methods may include:  • cleaning housings
                                              • clearing vegetation
                                              • tightening bolts
                                              • removing corrosion
                                              • resetting
                                              • oiling and/or greasing

Liaison may include:  • internal/external personnel from other work areas (e.g. train controllers)
                      • road authorities
                      • local councils
                      • landowners
Communication equipment systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radio/mobile phone
- hand lamps
- flags
- respirators
- safety devices

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authorities procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - inspecting bearings and determining work requirements
  - routine cleaning and servicing of bridge bearings
  - cleaning up worksite
  - completing workplace documentation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIB8409A Carry out routine maintenance of structures

Unit Descriptor
This unit involves the skills and knowledge required to carry out routine maintenance of structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, performing routine maintenance, cleaning up the site after maintenance activities, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the maintenance of structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements
1.1 Structures are inspected to locate and evaluate defects
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required

2 Perform routine maintenance
2.1 Components are cleaned and cleared in accordance with workplace procedures
2.2 Fastenings are tightened to required standard in accordance with workplace procedures
2.3 Where minor defects cannot be rectified they are reported in accordance with workplace procedures

3 Clean up site
3.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards

4 Complete documentation
4.1 Work report documentation is completed as required in accordance with workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for the maintenance of structures
• Problems that may occur during the routine maintenance of structures, and action that can be taken to report or resolve the problems
• Hazards that may exist when completing routine maintenance of structures, and ways of controlling the risks involved
• Routine maintenance methods and techniques
• Relevant recording and documentation procedures

Required skills:
• Communicate effectively with others during the routine maintenance of structures
• Follow operational instructions and work sequences when undertaking routine structures maintenance
• Complete documentation related to the routine maintenance of structures
• Operate communication equipment to required protocol
• Work collaboratively with others when completing routine maintenance of structures
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when doing routine maintenance of structures in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise during the routine maintenance of structures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Select and use required tools and equipment
• Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify defects and remedies

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

Operations may be conducted: • by day or night• in all relevant weather conditions
Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:

- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Structures may include:

- underbridges
- overbridges
- footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries
- noise barriers
- service crossings
- buffer stops
- lighting towers
- water towers
- turntables
- elevated roads

Equipment may include:

- manual tools
- small power tools
- scaffolding
- ladders
- elevated work platform (EWP)
- boat/barge

Materials may include:

- bolts and fasteners

Structures maintenance methods may include:

- clearing debris
- clearing vegetation
- clearing drainage
- cleaning weepholes
| Liaison may include: | • internal/external personnel from other work areas (e.g. train controllers)  
| | • road authorities  
| | • local councils  
| | • landowners  
| Communication equipment may include: | • two-way radios  
| | • computers  
| | • telephones/mobile phones  
| | • agreed audible or hand signals  
| Information may be provided: | • electronically  
| | • in writing, via forms/documents/plans  
| | • orally, via face-to-face communications  
| | • via trackside signals  
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | • company procedures  
| | • enterprise procedures  
| | • organisational procedures  
| | • established procedures  
| Depending on the work context safety and personal protective equipment may include: | • high visibility clothing  
| | • hearing protection  
| | • gloves  
| | • sunscreen  
| | • sunglasses  
| | • safety glasses  
| | • insect repellent  
| | • safety headwear  
| | • safety footwear  
| | • portable radio/mobile phone  
| | • hand lamps  
| | • flags  
| | • safety devices |
Information/documents may include:
- operational instructions, policies and workplace procedures
- local authorities procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  o routine cleaning of structures and components
  o tightening a range of fastener types

Context of and specific
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIB8509A Apply track fundamentals

Unit Descriptor
This unit involves the skills and knowledge required to understand fundamentals of track maintenance and construction and carry out basic track measurement, in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes identifying track terminology, track components and track tools and equipment; and undertaking basic track measurement. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the understanding of fundamentals of track maintenance and construction as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Identify track and structures terminology
1.1 Basic terminology for track and structures infrastructure is identified
1.2 Features of track geometry are identified

2 Identify track components
2.1 Principal track components are identified and their purpose is understood
2.2 Principal turnout components are identified and their purpose is understood

3 Identify track tools and equipment
3.1 Tools and equipment for track installation and maintenance are identified
3.2 Track machines for track installation and maintenance are identified

4 Undertake basic track measurement
4.1 Basic terminology for track measurement is identified and defined
4.2 Measuring equipment is identified and relevant equipment is
selected for taking basic track measurements
4.3 Measuring equipment is checked for accuracy
4.4 Measurements are taken accurately and recorded in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the basic measurement of track
- Problems that may occur during the basic measurement of track, and action that can be taken to report or resolve the problems
- Hazards that may exist when taking basic track measurements, and ways of controlling the risks involved
- Track terms
- Fundamentals of track structures
- Fundamentals of track layout and geometry
- Track components
- Tools and equipment used in track construction and repair
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures

Required skills:
- Communicate effectively with others when taking basic track measurements
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to taking basic track measurements
- Interpret and follow operational instructions
- Complete documentation related to basic track measurement
- Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when taking basic track measurements in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when taking basic track measurements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Select equipment used for basic track measurement
• Undertake basic track measurement
• Identify basic track tools and equipment

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

**Operations may be conducted:**
- by day or night
- in all weather conditions

**Work may be conducted in:**
- restricted spaces
- exposed conditions
- controlled or open environments

**Work may involve exposure to:**
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

**Basic track measurements may include:**
- length, depth, width, diameter
- gauge, foot gauge
- alignment, superelevation, track centres
- rail gaps, rail temperature

**Measuring equipment may include:**
- tape measures
- gauge boards
- stringline
- plumb bob
- gap gauge
- rail thermometer
Tools and equipment may include:

- mechanical handling/lifting equipment
- track machines
- hand tools including impact and tension wrenches, grinders, friction rail saws, rail borers, tie tampers, track jacks, spiking hammers and bars
- rail tensors
- cutting and boring equipment
- fastening equipment
- on-track equipment including sleeper spacers
- rail heaters
- rail threaders
- dog pullers

Track components may include:

- rails, rail fastenings and welds
- sleepers and sleeper fastenings
- ballast
- formation and earthworks

Track layout may include:

- plain track
- turnouts
- special trackwork including catchpoints, expansion switches, diamond crossings and slips

Basic track geometry may include:

- tangent track
- curves
- transitions
- superelevation

Track maintenance and construction methods may include:

- basic fettling
- resleepering
- rerailing
- ballasting
- track resurfacing
- ballast cleaning
- rail grinding
- concrete sleeper laying

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers)

Communication equipment may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- information provided by other workplace personnel
- rail inspections and timekeeping records
- trackworker standard manual
- bridge workers manual
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- local authority regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying a range of track terminology
  - identifying a number of different track components
  - identifying track tools and equipment relevant to their job role
  - undertaking basic track measurements

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB8609A  Apply awareness of structures fundamentals

Unit Descriptor
This unit involves the skills and knowledge required to understand and apply awareness of structures fundamentals in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes identifying types of structures, structures terminology and conventions, and defect categories; and locating and identifying defects in structures. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the awareness of structures fundamentals as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Identify types of bridges and structures
1.1 Principal bridge types and their purpose are identified
1.2 Other principal structure types and their purpose are identified

2 Identify structures terminology and conventions
2.1 Basic terminology for structures infrastructure is defined
2.2 Principal components of structures and their purpose are identified
2.3 Conventions for numbering structures and their components are identified

3 Identify defect categories
3.1 Types of defect are identified
3.2 Conventions for categorising defects are identified

4 Locate structures defects
4.1 Tools and equipment for visual inspection of structures are identified and selected
4.2 Defects in structures are located and identified
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for locating defects in structures
- Problems that may occur locating defects in structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when locating defects in structures, and ways of controlling the risks involved
- Structures terms and conventions
- Fundamentals of structure types
- Types of structures defects
- Structures components
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures

Required skills:
- Communicate effectively with others when locating defects in structures
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to locating defects in structures
- Follow operational instructions and work sequences when locating defects in structures
- Operate electronic communication equipment to required protocols
- Work collaboratively with others when locating defects in structures
- Select and use required personal protective equipment
- Select equipment used for basic structures inspection
- Locate previously identified defects

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

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles
Structures may include:
- underbridges
- overbridges
- footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries
- noise barriers
- service crossings
- buffer stops
- lighting towers
- water towers
- turntables
- elevated roads
- track slabs

Materials may include:
- timber
- steel
- concrete/masonry

Equipment may include:
- torch
- geologists hammer
- scaffolding
- extension ladder
- elevated work platforms (EWP)
- boat or barge

Structures components may include:
- girders, corbels, headstocks
- piers, abutments, trestles, piles
- bolts, fasteners
- protective coatings

Methods for locating defects may include:
- visual inspection

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners
Communication equipment systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radio/mobile phones
- hand lamps
- flags
- safety harness and ropes
- breathing apparatus
- safety mask
- air monitors
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- previous reports
- works orders
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying different types of structures and components
  - undertaking basic inspection of structures
  - locating defects in structures

Context of and specific resources for assessment

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
apply applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
**TLIB8709A**  
**Examine timber structures**

**Unit Descriptor**  
This unit involves the skills and knowledge required to examine timber structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes obtaining all relevant previous reports, performing the detailed examination, initiating appropriate necessary actions if any, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the conduct of a detailed timber structures examination as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**  
B – Equipment Checking & Maintenance

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 Obtain previous reports

1.1 Operational history of structure is reviewed from available sources

1.2 Previous defects identified in reports are noted to enable rechecking of problem areas

1.3 Relevant personnel are contacted to identify any reported complaints or indications of wear or damage

2 Perform detailed examination

2.1 Timber structures and components are visually inspected and checked for signs of movement, deterioration and damage in accordance with workplace procedures

2.2 Connections between timber components are visually inspected and checked for signs of wear, looseness, corrosion, deterioration and damage in accordance with workplace procedures

2.3 Relevant inspection aids are used to perform detailed inspection to identify defects in accordance with workplace procedures

2.4 Defects or deficiencies are identified in accordance with
workplace procedures

3 Take appropriate actions

3.1 Major defects affecting safe passage are acted on as soon as possible in accordance with workplace procedures
3.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner

4 Complete documentation

4.1 Examination schedule or work report data is completed in accordance with workplace procedures
4.2 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the conduct of a detailed timber structures examination
- Problems that may occur during the conduct of a detailed timber structures examination, and action that can be taken to report or resolve the problems
- Hazards that may exist when conducting a detailed timber structures examination, and ways of controlling the risks involved
- Timber structures examination methods and techniques
- Fault detection techniques
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when conducting a detailed timber structures examination
- Read and interpret plans and specifications relevant to a detailed timber structures examination
- Follow operational instructions and work sequences when undertaking timber structures examination
- Identify defects
- Complete documentation related to a detailed timber structures examination
- Operate communication equipment to required protocol
- Work collaboratively with others when conducting a detailed timber structures examination
- Promptly report and/or rectify any identified problems, faults or malfunctions when conducting a detailed timber structures examination in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise remedial work
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use measuring instruments and equipment
• Select and use required personal protective equipment

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

Operations may be conducted: • by day or night
• in all weather conditions

Work may be conducted in: • restricted spaces or exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals, dangerous or hazardous substances
• movements of equipment, materials and vehicles

Structures may include: • underbridges
• overbridges
• footbridges
• culverts
• retaining walls
• platforms
• buffer stops
• elevated roads/pits
Equipment may include:
- torch
- geologists hammer
- measuring tape
- spirit level with straight edge
- plumb bob
- boring equipment and probe
- camera
- binoculars
- mirror
- vernier calipers
- demec gauge, points and adhesive
- scaffolding
- extension ladder
- elevated work platforms (EWP)
- boat or barge

Structures examination methods may include:
- visual examination
- hammer test
- bore and probe
- deflection test

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Information/documents may include:

- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining a range of structure types
  - taking appropriate action for identified defects
  - completing documentation of examination results

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB8809A  Examine steel structures

Unit Descriptor
This unit involves the skills and knowledge required to examine steel structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes obtaining all relevant previous reports, performing the detailed examination, initiating appropriate necessary actions if any, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the conduct of a detailed steel structures examination as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Obtain previous reports
1.1 Operational history of structure is reviewed from available sources
1.2 Previous defects identified in reports are noted to enable rechecking of problem areas
1.3 Relevant personnel are contacted to identify any reported complaints or indications of wear or damage

2 Perform detailed examination
2.1 Steel structures and components are visually inspected and checked for signs of buckling, cracking, corrosion, deterioration and damage in accordance with workplace procedures
2.2 Connections between steel components are visually inspected and checked for signs of wear looseness, cracking, corrosion, deterioration and damage in accordance with workplace procedures
2.3 Protective coatings on steel structures and components are visually inspected and checked for condition
2.4 Relevant inspection aids are used to perform detailed inspection to identify defects in accordance with workplace procedures
procedures

2.5 Defects or deficiencies are identified in accordance with workplace procedures

3 Take appropriate actions

3.1 Major defects affecting safe passage are acted on as soon as possible in accordance with workplace procedures

3.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner

4 Complete documentation

4.1 Examination schedule or work report data is completed in accordance with workplace procedures

4.2 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the conduct of a detailed steel structures examination
- Problems that may occur during the conduct of a detailed steel structures examination, and action that can be taken to report or resolve the problems
- Hazards that may exist when conducting a detailed steel structures examination, and ways of controlling the risks involved
- Steel structures examination methods and techniques
- Fault detection techniques
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when conducting a detailed steel structures examination
- Read and interpret plans and specifications relevant to a detailed steel structures examination
- Follow operational instructions and work sequences when undertaking steel structures examination
- Identify defects
- Complete documentation related to a detailed steel structures examination
- Operate communication equipment to required protocol
- Work collaboratively with others when conducting a detailed steel structures examination
- Promptly report and/or rectify any identified problems, faults or malfunctions when conducting a detailed steel structures examination in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise remedial work
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use measuring instruments and equipment
• Select and use required personal protective equipment

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

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces or exposed conditions
• controlled or open environments

Work may involve exposure to:
• chemicals, dangerous or hazardous substances
• movements of equipment, materials and vehicles

Structures may include:
• underbridges
• overbridges
• footbridges
• culverts
• tunnels
• retaining walls
• platforms
• overhead wiring structures
• signal gantries
• noise barriers
• service crossings
• buffer stops
• lighting towers
• water towers
• turntables
• elevated roads
Equipment may include:

- torch
- geologists hammer
- measuring tape
- wire brush
- spirit level with straight edge
- plumb bob
- camera
- binoculars
- mirror
- vernier calipers
- ultrasonic tester
- dry film thickness gauge
- demec gauge, points and adhesive
- scaffolding
- extension ladder
- elevated work platforms (EWP)
- boat or barge

Structures examination methods may include:

- visual examination
- hammer test
- magnetic or electronic gauges
- dye penetrant
- magnetic particle
- ultrasonic testing
- x-ray

Liaison may include:

- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication equipment systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- tripods
- harness and ropes
- respirator
- safety mask
- gas detectors
- safety devices

Information/documents may include:

- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining a range of structure types
  - taking appropriate action for identified defects
  - completing documentation of examination results

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIB9009A  Use communication systems in a taxicab

Unit Descriptor
This unit involves the skills and knowledge required to use communication systems in a taxicab. It includes identifying features of the taxicab communication system and operating it effectively; using appropriate communication protocols and communicating with a base; and identifying faulty operation of communication equipment and taking appropriate action. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the use of taxicab communication systems in the taxi industry.

Safety checks and equipment tests are performed under limited supervision.

This unit involves the application of established communication principles and practice for taxi drivers and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Identify features of taxi communication system
1.1 The features and functions of the taxi radio system are identified
1.2 The features and functions of the taxi computer dispatch system are identified
1.3 The features and functions of the taxi duress alarm system are identified (if fitted)

2 Operate taxi communication system
2.1 Checks are carried out to confirm communication system is operational in accordance with the manufacturers instructions and workplace procedures
2.2 Communication system is used in a manner consistent with road laws and safe driving practices
2.3 Communication security is maintained in accordance with workplace procedures

3 Use appropriate communication
3.1 Received messages are interpreted and recorded where required in accordance with workplace procedures
3.2 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users

3.3 Incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements

3.4 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes

3.5 Appropriate protocols and procedures are followed when using communications systems during emergencies

4.1 Equipment is checked and maintained in working order in accordance with workplace procedures

4.2 Minor faults in the communications systems are promptly identified, diagnosed and repaired or reported in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes of practice and legislative requirements including local regulations
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures and policies for the use of communication systems in a taxicab
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communication systems
- Basic communication techniques including the phonetic alphabet
- Basic principles of effective communication
- Basic barriers to effective communication and how to overcome them

Required skills:
- Communicate effectively with others when using communication systems in a taxicab, including both during transmission and receipt of information
- Communicate effectively with multilingual persons or persons with limited ability to speak or understand English
- Read and interpret operating instructions, procedures, information and signs relevant to the use of communication systems in a taxicab
- Apply relevant codes of practice
- Complete documentation related to the use of communication systems in a taxicab
- Operate electronic communication equipment to required protocol
- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when using communication systems in a taxicab
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Identify, report and/or rectify any problems that may arise when using communication systems in a taxicab in accordance with workplace procedures
• Implement contingency plans for unanticipated situations that may occur when using communication systems in a taxicab
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Undertake pre-operational checks for communications systems and equipment
• Carry out minor routine maintenance procedures for communications equipment
• Plan own work including predicting consequences, identifying improvements and interpreting information from the communication systems to increase opportunities for fares

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

Communication system may include:
• computer dispatch
• mobile phone, both on person or hands-free
• vehicle mounted radio
• security equipment, including duress alarm and camera (if fitted)

Equipment and technology may include:
• taxicab
• taxi meter
• radio/computer dispatch
• street directory
• mobile phone
• toll tags

Messages are interpreted by:
• active listening
• two-way conversation
• questioning to obtain information and/or clarify information and understanding
• routine oral reporting
Communication may involve:  
- English speaking people  
- people with limited ability to communicate in English  
- people with communication disabilities  
- use of phonetic alphabet

Communication problems may include:  
- misunderstanding  
- limited ability of others to communicate in English  
- noisy environments or communication channels  
- illegible writing or print  
- use of non-standard vocabulary  
- incorrect assumption that message has been received and or correctly understood  
- not following correct communication protocols and procedures

Workplace procedures may include:  
- relevant regulations, standards and codes of practice  
- relevant Australian and state/territory OH&S legislation  
- equal opportunity legislation and related policies

Information/documentation may include:  
- workplace communication procedures, protocols, checklists and instructions  
- manufacturers specifications for communications equipment  
- communication records  
- legislation, regulations and related documentation  
- emergency procedures

Worksite environment may include:  
- customers  
- depot personnel  
- other drivers  
- managers  
- police and other emergency service personnel

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit  
The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:  
- operating a taxicab communication system effectively  
- communicating effectively using
communication systems
o maintaining communication equipment operational status
o using communication system during emergencies
o identifying communication system problems or faults and taking appropriate action
o maintaining workplace records and documentation
o completing work systematically with the required attention to detail without damage to goods or equipment
o showing evidence of application of relevant workplace procedures
o showing evidence of an understanding of relevant regulations and codes
o showing evidence of an understanding of OH&S regulations and hazard prevention policies and procedures
o showing evidence of an understanding of workplace procedures and work instructions relating to the use of communication equipment

Context of and specific resources for assessment
• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the
workplace

- Assessment of this unit must be undertaken on actual taxi radio equipment
TLIB907C  Check conveyor operational status

Unit Descriptor
This unit involves the skills and knowledge required to check conveyor operational status in accordance with workplace requirements, including inspecting conveyor system and work area, checking equipment operational capability, and identifying and assessing faults and reporting results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Inspect conveyor system and work area
1.1 The conveyor equipment is checked prior to start-up in accordance with workplace procedures, manufacturers safety checks and specifications to ensure it is free from damage and obstructions that may limit operational capability
1.2 Work area is checked to ensure that it is safe and appropriate for the required task

2 Check equipment operational capability
2.1 Conveyors are inspected after start-up in accordance with manufacturers specifications and workplace inspection specifications and procedures
2.2 Warning systems are checked for operational effectiveness
2.3 Records are checked to determine maintenance history and requirements and goods carried

3 Identify, assess faults and report results of inspection and testing
3.1 Faults are identified and assessments made of the potential effect on the operation of the equipment for the required work, and details forwarded to relevant personnel in accordance with workplace procedures
3.2 Accurate reporting of the results of the inspection and testing is kept in accordance with regulatory requirements, workplace policy and industry guidelines

3.3 Clear reference is made to any items which may affect the future safety/operation of the equipment

3.4 Conveyor system is continually monitored for safe and efficient operation

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the checking and assessing of the operational capability of conveyor, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the checking and assessing of the operational capability of conveyor
- Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of conveyor
- The purpose, characteristics, capabilities, requirements and limitations of the conveyor
- Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose including information from relevant material data safety sheets and ADG Code documentation (where applicable)
- Function and principles of operation of belt cleaning systems
- Tools and equipment used during the checking and assessing of the operational capability of conveyor and the precautions and procedures that should be followed in their use
- Problems that may occur when checking and assessing the operational capability of conveyor and appropriate action that can be taken to resolve the problems
- Operational safety requirements for the conveyor concerned
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when checking and assessing the operational capability of a conveyor
- Read and interpret instructions, procedures, information and labels relevant to the checking and assessment of the operational status of a conveyor
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the checking and assessment of the operational status of a conveyor
- Operate electronic communication equipment to required protocol
• Work collaboratively with others when checking and assessing the operational capability of a conveyor
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when checking and assessing the operational capability of a conveyor in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of conveyor equipment
• Service conveyor equipment in terms of maintenance schedule and standard operating procedures

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

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Purposes of conveyor checks/inspections are: • to ensure that the conveyor and its safety devices and warning systems are operational, are in accordance with specifications, and are free from faults that may prejudice safety or limit operational capability
Conveyor may be enclosed or exposed, above or underground. Conveyor belt construction and materials may vary. Types of conveyors may include:

- buckets
- rollers
- air slides
- drag chains
- gravity systems

Aspects of conveyor equipment covered by workplace inspection specifications and procedures may include but is not limited to:

- belt surface and edges
- frame
- idlers
- motive power source
- tensions
- tracking
- speed
- guides

Checks may include but are not limited to:

- visual checks in accordance with manufacturers instructions
- monitoring of operational performance
- service checks in accordance with manufacturers instructions
- tests and checks of safety devices and warning indicators in accordance with workplace and regulatory requirements
- checks on adjustments against specifications
- checks of readings on gauges and monitors against specifications

Records/results of checks may include:

- details of out-of-performance indications
- details of faulty equipment or specific components
- details of action taken
- results of checks/tests
- details of repair and maintenance work to be undertaken

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits
Hazards in the work area may include exposure to:

- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- a fire or explosion
- service lines
- spills, leakages and ruptures
- dust/vapours
- faulty equipment/tools

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- equipment manufacturers
- site visitors
- contractors
- official representatives

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- internet
- RF communications
- barcode readers
- oral, aural or signed communications
Information/documents may include:

- workplace procedures and policies for the checking and assessment of the equipment concerned
- manufacturers specifications for equipment/tools
- equipment identification labels, barcodes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the checking and operation of the conveyor system concerned including the ADG Code where applicable
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIB9109A Measure and record track geometry

Unit Descriptor
This unit involves the skills and knowledge required to measure and record track geometry in accordance with safeworking and regulatory requirements and workplace procedures. It includes measuring and recording track geometry, and reporting results. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to measure and record track geometry across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Measure geometry
1.1 Equipment appropriate to task is selected and checked for correct operation in accordance with manufacturers instructions and workplace procedures
1.2 Equipment is operated in accordance with manufacturers or work instructions to provide appropriate data for analysis

2 Record results
2.1 Data is recorded in a complete and accurate manner
2.2 Required documentation is completed in accordance with workplace procedures

3 Use/report data
3.1 Data is compared to maintenance/construction tolerances in accordance with workplace procedures
3.2 Results are reported in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
• Track geometry parameters e.g. alignment, top, line, twist, superelevation associated with maintenance and/or construction
• Workplace procedures for the measuring and recording of track parameters
• Problems that may occur during the measurement and recording of track geometry, and action that can be taken to report or resolve the problems
• Hazards that may exist when measuring and recording track geometry, and ways of controlling the risks involved
• Relevant records procedures
• Details of local authority procedures

Required skills:
• Communicate effectively with others when measuring and recording track parameters
• Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to the measurement and recording of track parameters
• Read recorded track geometry data
• Interpret and follow operational instructions
• Complete documentation related to the measurement and recording of track geometry
• Work collaboratively with others
• Promptly report and/or rectify any identified problems when measuring and recording track geometry in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in equipment in accordance with workplace procedures
• Identify, select and use tools and equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations conducted:  
  • by day or night
  • in all weather conditions
Recording of track geometry may include measurement of:

- top, surface
- line, alignment
- twist, superelevation
- gauge
- track centres, lateral or vertical clearances

Measurement equipment may include:

- stringline and measuring rules
- gauge and superelevation boards
- tape measures
- measuring trolleys
- electronic measurement devices

Recording equipment may include:

- paper forms, notes
- electronic data entry devices
- paper data capture devices
- electronic data capture devices

Liaison may include:

- internal or external personnel from other work areas (e.g. work teams)

Communication equipment systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:
- maintenance notices, records and requests
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  o using appropriate measurement tools to measure the range of geometry elements
  o accurately recording and reporting results

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
• access to an appropriate range of relevant situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB9209A Operate minor mechanical equipment

Unit Descriptor
This unit involves the skills and knowledge required to operate and maintain minor mechanical equipment in accordance with safeworking and regulatory requirements and workplace procedures. It includes carrying out pre-operation checks on equipment, operating mechanical equipment, conducting routine maintenance, and securing and storing equipment. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures to operate and maintain minor mechanical equipment across a variety of operational contexts.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Carry out pre-operation checks
1.1 Pre-operational checks are conducted to manufacturers specifications to ensure optimum functionality of equipment
1.2 Necessary adjustments to equipment are made to ensure efficient operation, according to manufacturers instructions
1.3 Faulty equipment is reported to relevant person to ensure equipment is safe and effective to use

2 Operate mechanical equipment
2.1 Equipment is operated in accordance with manufacturers or workplace operating instructions to ensure safe and effective operation
2.2 Appropriate personal safety protection is used to minimise the risk of injury to operator
2.3 Work operational hazards are eliminated or controlled appropriately when using equipment to ensure safeworking conditions
2.4 Assisting personnel are given clear instructions about their duties if required to ensure safe and effective working conditions

3 Conduct routine
3.1 Equipment is cleaned and maintained in accordance with
maintenance manufacturers specifications to ensure optimum functionality

3.2 Records are maintained according to workplace procedures

4 Secure and store

4.1 Equipment is handled and transported in a safe, secure, efficient manner to minimise risk of injury to personnel and damage to equipment

4.2 Equipment is stored and secured according to manufacturers or workplace procedures to prevent damage and losses of equipment

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures and policies for the operation and maintenance of minor mechanical equipment
- Problems that can occur when operating and maintaining minor mechanical equipment, and related action that should be taken
- Tools and equipment used when operating and maintaining minor mechanical equipment, and the procedures and precautions for their care, use and storage
- Workplace documentation and records requirements
- Procedures to be followed in the event of an emergency

Required skills:

- Communicate effectively with others when operating and maintaining minor mechanical equipment
- Read and interpret instructions, procedures, information and signs relevant to operating and maintaining minor mechanical equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to operating and maintaining minor mechanical equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating and maintaining minor mechanical equipment
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating and maintaining minor mechanical equipment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and efficiently and effectively use relevant tools and equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures

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

Operations may be conducted: 
• by day or night
• in any weather conditions

Work may be conducted in: 
• restricted spaces
• exposed conditions
• controlled or open environments

Minor mechanical equipment may include: 
• mechanical handling/lifting equipment
• compressors
• small plant such as motorised borers and saws
• generators

Materials may include: 
• servicing materials such as lubricants
• related materials and consumables needed when using tools, e.g. nails, screws, grease, saw blades, grinding wheels, drill bits, etc.

Safety and personal protective equipment may include: 
• high visibility clothing
• sunscreen and sun glasses
• insect repellent
• gloves
• safety headwear
• mask
• footwear
• safety glasses and hearing protection
• portable radios/mobile phones
• flags and hand lamps
• safety devices
Environmental hazards may include:
- leaking oil and fuel
- inappropriate disposal of fluids in drains or sewerage systems
- inappropriate disposal of waste and rubbish

Liaison may include:
- internal or external personnel from other work areas

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Contingency processes may relate to:
- personal injury
- tool malfunctions

Information/records may include:
- workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment
- relevant regulations including state/territory safety codes of practice and safeworking regulations
- maintenance checklists and records for the use and maintenance of minor mechanical equipment
- work orders
- tool/equipment manufacturers instructions, specifications and recommended procedures
- precautions and procedures to be adopted to protect the environment when operating and maintaining minor mechanical equipment
- OH&S procedures
- QA plans, data and document control
- data and document control procedures
- relevant Australian standards and certification requirements
- emergency procedures manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

Communication equipment systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - carrying out pre-operation checks
  - operating mechanical equipment correctly
  - performing routine maintenance on mechanical equipment
  - storing mechanical equipment appropriately

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies
    and/or other simulated practical and
    knowledge assessment, and/or
  o access to an appropriate range of relevant
    operational situations in the workplace

• In a real or simulated environment, access is required to:
  o relevant and appropriate materials and
    equipment, and
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

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

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

• Practical assessment must occur:
  o through activities in an appropriately
    simulated environment, and/or
  o in an appropriate range of situations in the
    workplace
TLIB9309A  Clean equipment and restore worksite

Unit Descriptor
This unit involves the skills and knowledge required to clean up plant, equipment and worksite in accordance with safeworking and regulatory requirements and workplace procedures. It includes planning and preparing work, arranging the clear up and disposal/reclamation of material, operating cleaning equipment and mobile plant, finalising the work and restoring the site. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the cleaning up of plant, equipment and worksites as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT | PERFORMANCE CRITERIA
--- | ---
**ELEMENT** | Elements describe the essential outcomes of a unit of competency.
**PERFORMANCE CRITERIA** | Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan and prepare work
1.1 Details of cleaning requirements are identified by instructions, inspections, work orders and schedules
1.2 Materials and equipment are identified and obtained
1.3 Required materials to be removed and methods of removal are identified to facilitate clean up

2 Clear up and dispose of or reclaim material
2.1 Storage/disposal areas and quarantine zones are identified to ensure environmentally sound disposal
2.2 Reclaimed material is removed to storage areas using appropriate methods
2.3 Non-required materials/services are removed and disposed of in appropriate manner to ensure clean and environmentally stable site
2.4 Site is inspected for overlooked materials to minimise wastage and losses

3 Operate cleaning equipment and mobile
3.1 Cleaning and mobile plant is operated to site/manufacturers requirements
plant

3.2 Operator maintenance is performed to manufacturers/site standards
3.3 Cleaning equipment is cleaned and stored

4 Finalise work and restore site

4.1 Where used, barriers are removed or checked for integrity to ensure access to correct areas
4.2 Site is left in suitable surface condition to ensure an environmentally sound, safe and clean site

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the cleaning up of plant, equipment and worksites
- Problems that may occur during the cleaning up of plant, equipment and worksites, and action that can be taken to report or resolve the problems
- Hazards that may exist when cleaning up plant, equipment and worksites, and ways of controlling the risks involved
- Cleaning agents/sealants and their properties and precautions for their use
- Cleaning equipment and related materials and their applications
- Relevant recording and documentation requirements
- Manufacturers instructions for the cleaning of equipment
- Material safety data sheets (MSDS)

Required skills:
- Read and interpret instructions, procedures, information and signs relevant to the cleaning up of plant, equipment and worksites
- Interpret and follow operational instructions
- Complete documentation related to the cleaning up of plant, equipment and worksites
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems in accordance with workplace procedures
- Apply precautions to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment and sites in accordance with standard operating procedures
• Apply cleaning agents, sealants and chemicals
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify and reclaim salvageable materials
• Identify and remove water/waste/surplus materials
• Operate and maintain relevant cleaning equipment
• Use barriers correctly

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

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Materials may include:
• floor stripper
• floor polish
• floor cleaner
• disinfectant
• degreaser
• bleach
• petrochemicals

Tools may include:
• cleaning tools
• hand tools

Cleaning equipment may include:
• hoses
• lances
• pneumatic tube hones
• high speed polishers
• vacuum cleaners
• steam cleaners
• brooms
• buckets
• mops
• shovels
• duster
• internal combustion driven vacuum cleaner

Cleaning operations may also include:
• water lancing
• internal boiler washing
Communication methods may include:
- written
- verbal
- radio/mobile phone

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection and gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Disposal of material may involve:
- the use of a quarantine zone in accordance with environmental regulations and requirements

Information/documents may include:
- operational instructions, policies and workplace procedures
- relevant logs or record books
- notices, records and requests
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- environmental regulations and associated requirements
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying and obtaining correct materials and equipment
  - operating cleaning equipment correctly
  - disposing of waste materials correctly
  - leaving site in a suitable condition

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessments, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

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

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

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB9409A
Check and repair track geometry

Unit Descriptor
This unit involves the skills and knowledge required to check and repair track geometry in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, restoring track geometry, certifying track after work, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the checking and repairing of track geometry as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Determine job requirements
1.1 Faults and deficiencies in track geometry are identified, and work required for restoration of track to required standard is determined
1.2 Appropriate repair methods are identified to enable repairs to be effected
1.3 Job requirements and resources are determined in accordance with workplace procedures and as per scope of work

2 Restore track geometry
2.1 Survey data are used where required to establish correct geometry
2.2 Appropriate lifting and lining methods and equipment are used to lift and line track to restore running surface to required geometry in accordance with workplace standards and procedures

3 Certify track after work
3.1 Track geometry is checked for compliance with acceptance standards
3.2 Vertical and horizontal structural and overhead clearances are checked against required standards to allow safe passage of
trains

3.3 Track structure where work has been undertaken is checked for compliance to standards required to enable reinstatement of service

3.4 Appropriate operating conditions are applied in accordance with workplace procedures

4 Complete documentation

4.1 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the checking and repair of track geometry
- Problems that may occur when carrying out work activities to check and repair track geometry, and action that can be taken to report or resolve the problems
- Hazards that may exist when carrying out work activities to check and repair track geometry, and ways of controlling the risks involved
- Relevant Australian Standards, technical specifications and manuals
- Documentation/authorisation processes and procedures
- Fault detection techniques
- Track geometry maintenance methods and techniques
- Defects in track structure (sleeper condition, spacing, fastening condition, rail joint condition, ballast profile and packing) that can affect safe operation
- Clearance defects that can affect safe operation
- Defects in earthworks that can affect safe operation
- Track stability and the work requirements for differing weather conditions
- Track geometry acceptance standards
- Track certification techniques
- Organisational requirements/regulations
- Relevant records procedures
- Procedures to be followed in the event of an emergency
- Details of relevant local authority procedures

Required skills:

- Communicate effectively with others when carrying out work activities to check and repair track geometry
- Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to work activities to check and repair track geometry
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities to check and repair track geometry
• Record and report results of track work in required format
• Operate electronic communication equipment to required protocol
• Promptly report and/or rectify any identified problems when carrying out work activities in accordance with regulatory requirements and workplace procedures
• Plan and organise work
• Implement contingency plans for unexpected events when carrying out work activities
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use tools and equipment required in work activities to check and repair track geometry
• Select and use required personal protective equipment
• Identify track geometry defects
• Determine work requirements and work methods
• Select and use appropriate lifting and lining methods and equipment to correct geometry defects
• Use appropriate measurement methods to assess and correct geometry defects
• Identify defects in track structure (sleeper condition, spacing, fastening condition, rail joint condition, ballast profile and packing) affecting safe operation
• Identify structure and track centre clearance defects affecting safe operation
• Identify defects in earthworks affecting safe operation
• Assess defects against acceptance standards and apply appropriate restrictions

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

Operations may be conducted: • by day or night
• in all weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve: • exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles
Ballasted track geometry to be checked and repaired may include:

- plain track
- turnouts and special trackwork

Track geometry repair methods may include:

- manual fettling with hand tools and light equipment
- manual fettling with small on-track or off-track plant (spot tampers etc.)
- resurfacing with large on-track plant

Manual fettling includes:

- any operation where measurement of geometry (before and after) is conducted by hand-held equipment and lifts and pulls are manually calculated

Resurfacing operations include:

- any operation where measurements and calculations of lifts and pulls are carried out automatically or semi-automatically by resurfacing plant

Equipment may include:

- mechanical lifting and handling devices
- basic hand tools and small plant
- track jacks
- on-track machines (tampers, liners, regulators, etc.)
- manual and electronic measuring equipment

Certifying track after work includes any of the the following works:

- erection of any structure adjacent to or over the track (safe clearances)

Reinstatement of service may include:

- unrestricted operation of rail traffic
- operation under speed restriction
- restricted clearance operation
- operation under tonnage restrictions

Liaison may include:

- internal or external personnel from other work areas

Communication equipment systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust mask
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radio/mobile phone
- hand lamps
- flags
- safety devices

Information/documents may include:

- maintenance notices, records and requests
- local instructions
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying a number of different faults and deficiencies
  - correctly determining appropriate repair methods for identified faults
  - using appropriate lifting and lining methods and equipment to restore running surface to required geometry
  - after work is completed, certifying track to operational standards
  - completing documentation in accordance with standards and workplace procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIB9509A  Check and repair points and crossings

**Unit Descriptor**
This unit involves the skills and knowledge required to check and repair points and crossings in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, maintaining components and tolerances, installing components, conducting post-installation checks, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the checking and repair of points and crossings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

**Competency Field**
B – Equipment Checking & Maintenance

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1  **Determine job requirements**
   1.1 Faults and deficiencies in points and crossings are identified and work required for restoration of track to required standard is determined
   1.2 Appropriate repair methods are identified to enable repairs to be effected
   1.3 Job requirements are determined in accordance with workplace procedures, including identification of the scope of work activities and resources required

2  **Maintain components and tolerances**
   2.1 Clearances are adjusted to specifications to ensure correct functioning
   2.2 Wearing surfaces are cleaned and lubricated as required to minimise wear and ensure correct functioning
3 Install components

3.1 New components are prepared to specifications ready for installation
3.2 New components are installed in accordance with standards and workplace procedures

4 Conduct post-installation checks

4.1 Functional checks are carried out to ensure correct operation
4.2 Completed work is checked for compliance to acceptance standards in accordance with workplace procedures
4.3 Appropriate operating conditions are applied in accordance with workplace procedures

5 Complete documentation

5.1 Required documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the checking and repair of points and crossings
- Problems that may occur during the checking and repair of points and crossings, and action that can be taken to report or resolve the problems
- Hazards that may exist when checking and repairing points and crossings, and ways of controlling the risks involved
- Features and principles of operation of points and crossings
- Special maintenance requirements for points and crossings
- Defects that can occur in points and crossings
- Measurement techniques
- Types of lubricants
- Clearances/tolerances
- Tension of fittings
- Defect tolerances and maintenance techniques
- Component replacement techniques
- Installation and maintenance requirements for manual points equipment
- Points and crossings acceptance standards
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

Required skills:
- Communicate effectively with others when checking and repairing points and crossings
• Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to the checking and repair of points and crossings
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the checking and repair of points and crossings
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when checking and repairing points and crossings
• Promptly report and/or rectify any identified problems, faults or malfunctions that may be identified when checking and repairing points and crossings in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when checking and repairing points and crossings
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment
• Select and use hand tools, power tools and equipment
• Identify/locate defects in points and crossings
• Use relevant plant and mechanised equipment
• Use appropriate equipment and methods to make accurate measurements on points and crossings
• Determine work requirements and work methods
• Select and use appropriate installation and repair techniques and equipment to correct defects in points and crossings
• Select and apply appropriate lubricants
• Undertake functional checks after work has been completed
• Measure and compare completed work to construction or maintenance acceptance limits
• Identify defects in special trackwork affecting safe operation
• Complete relevant documentation accurately

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

Operations may be conducted:  
• by day or night
• in all weather conditions
Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Equipment may include:

- off-track plant, cranes
- mechanical lifting and handling devices
- hand tools and small plant
- rail saws, rail drills

Maintenance may include:

- adjusting switch bearing
- adjusting switch set
- adjusting switch housings
- adjusting clearances at crossings and switches
- tightening or replacing fastenings
- replacing switches, switch housings, stockrails, closure rails, crossings and checkrail units
- drilling switches and stockrails
- replacing plates, studs and chocks
- adjusting bearer spacing

Points and crossing may include:

- turnouts
- diamond crossings
- slips
- catchpoints
- expansion switches
Components may include:

- switches
- crossings
- stockrails
- closure rails
- rail braces
- bearer plates
- bolts, clips
- studs/switch stops
- heel blocks
- housings
- anti-creep devices
- chairs
- switch rollers
- checkrails
- chocks
- manual points equipment

Crossings may include:

- fabricated cant
- Rail Bound Manganese
- monoblock
- Davis
- compound crossings
- swing nose
- spring wing type crossings
- single or dual gauge

Bearers may include:

- timber
- concrete
- steel

Fastenings may include:

- slip/friction
- resilient

Measuring equipment may include:

- measuring tapes
- stringline
- rail gauges (switch, crossing)
- gauge boards

Manual points equipment may be:

- asymmetrical
- conventional
- undercut
- housed
Heels of switches may be:  
- fixed  
- flexible

Operations of switches may be:  
- manual  
- interlocked

Communication equipment/systems may include:  
- two-way radios  
- computers  
- telephones/mobile phones  
- agreed audible or hand signals

Safety and personal protective equipment may include:  
- high visibility clothing  
- hearing protection  
- gloves  
- sunscreen  
- sunglasses  
- dust mask  
- safety glasses  
- insect repellent  
- safety headwear  
- safety footwear  
- portable radios/mobile phones  
- hand lamps  
- flags  
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures  
- enterprise procedures  
- organisational procedures  
- established procedures
Information/documents may include:

- operational instructions, policies and workplace procedures
- works orders
- information provided by other workplace personnel
- technical instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Liaison may include:

- internal or external personnel from other work areas (e.g. signals staff)

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of
situations:
  o identifying faults and appropriate repair methods
  o cleaning and adjusting components, and/or
  o preparing and installing replacement components
  o conducting functional checks on completed works
  o completing documentation to required workplace standards

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIB9609A  Repair concrete/masonry structures

Unit Descriptor
This unit involves the skills and knowledge required to repair concrete/masonry structures and their components in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing components, performing repairs, and cleaning up the site after maintenance activities. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the repair of concrete/masonry structures and their components as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Determine job requirements
1.1 Structures are inspected as necessary to locate defects
1.2 Job requirements are determined in accordance with workplace procedures, including identification of scope of work and resources required

2 Prepare components for repair
2.1 Components requiring repair are prepared in accordance with workplace procedures
2.2 Materials required for job are identified and organised as required to enable appropriate repair of components

3 Perform repairs
3.1 Defective area is removed in accordance with workplace procedures
3.2 Repairs are carried out to required standard in accordance with workplace procedures

4 Clean up site
4.1 Site is cleaned up to ensure it is restored and environmentally sound and safe in accordance with workplace procedures and environmental regulations and standards
5 Complete documentation

5.1 Documentation is completed as required in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

**Required knowledge:**
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the repair of concrete/masonry structures
- Problems that may occur during the repair of structures, and action that can be taken to report or resolve the problems
- Hazards that may exist when repairing concrete/masonry structures, and ways of controlling the risks involved
- Functions of different types of concrete/masonry structures
- Concrete/masonry structures repair methods and techniques
- Information on the use of epoxy and grouts for mortar pads and cracks
- Basic concrete construction techniques
- Relevant recording and documentation procedures

**Required skills:**
- Communicate effectively with others when repairing concrete/masonry structures
- Read and interpret plans and specifications relevant to the repair of concrete/masonry structures
- Follow operational instructions and work sequences when undertaking concrete/masonry structures repair
- Complete documentation related to the repair of concrete/masonry structures
- Operate communication equipment to required protocol
- Work collaboratively with others when repairing concrete/masonry structures
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing concrete/masonry structures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise during the repair of concrete/masonry structures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use relevant tools and equipment
- Adapt to differences in tools and equipment and work requirements in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify defects

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

Operations may be conducted:
• by day or night
• in dry weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Structures and components may include:
• concrete structures
• masonry structures
• underbridges, overbridges, footbridges
• culverts
• tunnels
• retaining walls
• platforms
• overhead wiring structures
• signal gantries

Equipment may include:
• welding, oxy and cutting equipment
• temporary supports
• manual tools
• air tools and compressor
• small power tools
• scaffolding
• ladders
• elevated work platforms (EWP)
• boat/barge

Materials may include:
• epoxy grouts
• cement grouts
• paint (protective treatment)
• carbon fibre
• bolts and fasteners
• reinforcement
Maintenance methods may include:

- repairing
- painting (protective treatment)
- cathodic protection
- bonding

Liaison may include:

- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- safety harness
- torch
- safety devices
- respirator
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- material safety data sheets (MSDS)
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing components to be repaired
  - repairing existing concrete/masonry structures using a range of repair techniques
  - repairing a range of defect types
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIBM09A Install and maintain guard rails

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain guard rails in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, installing guard rails, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation and maintenance of guard rails as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements
1.1 Worksite is identified
1.2 Obstructions are cleared from gangways/flangeways to ensure safe passage of trains
1.3 Installation, replacement or repair method is selected to meet work requirements in accordance with worksite standards and procedures
1.4 Plant, equipment and materials are prepared for work

2 Install guard rail
2.1 Existing rail is removed, if required, to enable fitting of new rail
2.2 New or replacement guard rail is installed to standards using suitable equipment and fastening system to restore functionality of guard rail
2.3 Final job is checked for compliance to standards to enable services to be restored safely

3 Complete documentation
3.1 Documentation on work undertaken is completed in accordance with workplace requirements
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of guard rails
- Problems that may occur during the installation and maintenance of guard rails, and action that can be taken to report or resolve the problems
- Hazards that may exist when carrying out the installation and maintenance of guard rails, and ways of controlling the risks involved
- Principles of guard rail function
- Guard rail installation and maintenance techniques and processes
- Technical manuals and instructions which relate to the installation and maintenance of guard rails
- Standards applicable to use of guard rails
- Emergency procedures

Required skills:
- Read and interpret instructions, procedures, information and signs relevant to the installation and maintenance of guard rails
- Interpret and follow operational instructions
- Complete documentation related to the installation and maintenance of guard rails
- Operate communication systems to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out the installation and maintenance of guard rails in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to materials or equipment
- Select appropriate material for guard rails
- Install and remove guard rails
- Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Operations may be conducted:
- by day or night
- in all weather conditions

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Guard rails include:
- guard rails installed on level crossings and sharp curves to prevent derailment
- guard rails installed on underbridges and near vulnerable structures to limit lateral movement of derailed wagons

Types of guard rail may vary according to:
- rail mass
- rail type
- bearer type
- location of guard rail (between the running rails or outside the running rails)

Tools may include:
- rail tongs
- mechanical lifting and handling devices
- hand tools
- small plant
- on-track equipment (e.g. dog puller)

Materials may include:
- fastening components
- new or part worn rail for guard rails
- special steel section guard rails
- splay rails
- specially fabricated 'vee'

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Work may involve:
- exposure to chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- notices, records and requests
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - installing or maintaining the guard rails on underbridges, level crossings in open track
  - ensuring completed work meets track geometry requirements

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIB9809A       Examine concrete/masonry structures

Unit Descriptor
This unit involves the skills and knowledge required to examine concrete/masonry structures in accordance with safeworking and regulatory requirements and workplace procedures. It includes obtaining all relevant previous reports, performing the detailed examination, initiating appropriate necessary actions, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the conduct of a detailed concrete/masonry structures examination as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Obtain previous reports
1.1 Operational history of structure is reviewed from available sources
1.2 Previous defects identified in reports are noted to enable rechecking of problem areas
1.3 Relevant personnel are contacted to identify any reported complaints or indications of wear or damage

2 Perform detailed examination
2.1 Concrete and masonry structures and components are visually inspected and checked for signs of movement, deterioration and damage in accordance with workplace procedures
2.2 Relevant inspection aids are used to perform detailed inspection to identify defects in accordance with workplace procedures
2.3 Defects or deficiencies are identified in accordance with workplace procedures

3 Take appropriate actions
3.1 Major defects affecting safe passage are acted on as soon as possible in accordance with workplace procedures
3.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner

4 Complete documentation

4.1 Examination schedule or work report data is completed in accordance with workplace procedures
4.2 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for conducting concrete/masonry structures examinations
• Problems that may occur during the conduct of a detailed concrete/masonry structures examination, and action that can be taken to report or resolve the problems
• Hazards that may exist when conducting a detailed concrete/masonry structures examination, and ways of controlling the risks involved
• Concrete/masonry structures examination methods and techniques
• Fault detection techniques
• Relevant recording and documentation procedures

Required skills:
• Communicate effectively with others when conducting a detailed concrete/masonry structures examination
• Read and interpret plans and specifications relevant to a detailed concrete/masonry structures examination
• Follow operational instructions and work sequences when undertaking concrete/masonry structures examination
• Identify defects
• Complete documentation related to a detailed concrete/masonry structures examination
• Operate communication equipment to required protocol
• Work collaboratively with others when conducting a detailed concrete/masonry structures examination
• Promptly report and/or rectify any identified problems, faults or malfunctions when conducting a detailed concrete/masonry structures examination in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Identify, select and use measuring instruments and equipment
- Select and use required personal protective equipment

**RANGE STATEMENT**

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

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces or exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals, dangerous or hazardous substances
- movements of equipment, materials and vehicles

Structures may include:
- underbridges
- overbridges
- footbridges
- culverts
- tunnels
- retaining walls
- platforms
- overhead wiring structures
- signal gantries
- noise barriers
- service crossings
- buffer stops
- track slabs
Equipment may include:
  - torch
  - geologists hammer
  - measuring tape
  - spirit level with straight edge
  - plumb bob
  - camera
  - binoculars
  - mirror
  - vernier calipers
  - demec gauge, points and adhesive
  - scaffolding
  - extension ladder
  - elevated work platforms
  - boat or barge
  - corer meter

Structures examination methods may include:
  - visual examination
  - hammer test
  - corer meter testing

Liaison may include:
  - internal/external personnel from other work areas (e.g. train controllers)
  - road authorities
  - local councils
  - landowners

Communication equipment systems may include:
  - two-way radios
  - telephones/mobile telephones
  - agreed audible or hand signals

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- tripods
- harness and ropes
- respirator
- safety mask
- gas detectors
- safety devices

Information/documents may include:

- local authority regulations and procedures
- work orders
- examination reports and defect lists
- relevant log or record book
- local instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - examining a range of structure types
  - taking appropriate action for identified defects
  - completing documentation of examination results

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIB9909A  Examine track infrastructure

Unit Descriptor
This unit involves the skills and knowledge required to examine track and right of way infrastructure in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for examination, examining track and right of way, analysing examination results, and reporting findings. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the examination of track infrastructure as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
B – Equipment Checking & Maintenance

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for examination
1.1 Examination task is reviewed to establish requirements
1.2 Equipment appropriate to task is selected and checked for correct operation in accordance with manufacturers instructions and workplace procedures

2 Examine track
2.1 Examination task is undertaken in accordance with workplace procedures
2.2 Condition of track or right of way infrastructure being examined is recorded in accordance with workplace procedures
2.3 Measurements of track or right of way infrastructure being examined are taken and recorded in accordance with workplace procedures

3 Analyse examination results
3.1 Available data is analysed to identify trends, defects or variations from allowable tolerances
3.2 Appropriate action is taken to safeguard operation of the rail system
4 Report findings

4.1 Examination schedule or work report data is completed in accordance with workplace procedures.
4.2 Defects and deficiencies are reported to enable repairs to be effected in a timely manner.
4.3 Results of analysis are prioritised and reported to relevant personnel in accordance with workplace procedures.
4.4 Required documentation is completed in accordance with workplace procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the examination, recording and reporting of track and right of way infrastructure
- Track and right of way infrastructure condition standards
- Problems that may occur during the examination of track and right of way
- Hazards that may exist when examining track and right of way infrastructure, and ways of controlling the risks involved
- Track measurement equipment and techniques
- Track and right of way defects and their causes
- Track deterioration rates under differing operating conditions
- Data analysis techniques for the analysis of track and right of way infrastructure parameters
- Relevant records procedures

Required skills:

- Read and interpret instructions, procedures, information, plans, drawings and specifications relevant to the examination of track and right of way infrastructure
- Read and interpret track recording data
- Apply track and right of way infrastructure condition standards
- Undertake track and right of way infrastructure examination tasks
- Identify condition of track and right of way infrastructure
- Measure, calculate and record data accurately
- Analyse data and prioritise identified defects
- Take appropriate action to repair or protect defects
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the examination of track and right of way infrastructure
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when examining track and right of way infrastructure
- Promptly report and/or rectify any identified problems when examining track and right of way infrastructure in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events
• Monitor work activities in terms of planned schedule
• Work systematically with required attention to detail without injury to self or others
• Identify, select and use tools
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Track and right of way infrastructure may include:
• track components
• turnouts
• formation
• drainage
• earthworks
• tracksides signs
• fencing
• level crossings

Examination methods may include:
• visual assessment
• measurement of parameters
• analysis of recorded data

Examination tasks may include:
• component condition and wear
• geometry
• clearances
• stability
• post irregularity examinations
• special seasonal examinations
Available data may include:
- previous examination results
- current examination results
- track recording car data
- track patrol reports
- work reports
- track condition history

Depending on the type and seriousness of identified defects, appropriate action may include:
- stop trains
- speed restrictions
- immediate repair action
- report for programmed repair action
- monitor for further deterioration

Liaison may include:
- internal or external personnel from other work areas

Tools and equipment may include:
- hand tools
- track boards
- measuring rules
- gauges
- electronic measuring equipment

Communication equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- maintenance notices, records and requests
- local authority regulations and procedures
- work orders
- technical instructions
- local instructions
- manufacturers or workplace equipment operation manuals
- operational instructions, policies and workplace procedures
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
o the underpinning knowledge and skills
o relevant legislation and workplace procedures
o other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  o preparing for examination
  o examining track and right of way
  o analysing examination results
  o reporting findings

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIC1007C  Pilot or escort oversized and/or overmassed loads

Unit Descriptor
This unit involves the skills and knowledge required to undertake pilot or escort activities in the movement of oversized and/or overmassed loads including preparing for pilot/escort operation, carrying out communications regarding pilot or escort operation, and fulfilling all functions related to the piloting and escorting of vehicles carrying oversized and overmassed loads. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to pilot or escort an oversized or overmassed vehicle in a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Prepare for pilot or escort operation

1.1 Maintenance needs of pilot and/or escort vehicles and associated equipment are identified according to maintenance schedule or reports of faults

1.2 Pilot and/or escort vehicles and associated equipment are prepared for operation to manufacturers specifications, workplace procedures and government regulations

1.3 Minor maintenance on vehicles is carried out in accordance with workplace policies and to manufacturers specifications

1.4 Post-maintenance inspections and tests of pilot and/or escort vehicles and associated equipment are completed

1.5 The outcomes of inspections, identified faults and repairs are recorded in accordance with workplace procedures

2 Carry out communications regarding pilot or escort operation

2.1 Transport companies whose vehicles are scheduled for escort are consulted to confirm requirements for escort operation

2.2 The escort permit is verified for completeness and accuracy and convoy is checked to ensure compliance with the permit
in accordance with government rules and regulations and government policy

2.3 The permit holder is advised of the results of the check

2.4 Convoy is briefed and given instructions and directions on the escort operation

3 Conduct pilot and/or escort operation

3.1 Required vehicle positioning, traffic warning and directional signalling procedures are implemented to enable safe passage of the load

3.2 Safety equipment is operated and roadside obstacles are positioned to ensure safe passage of the load in accordance with government rules and regulations and workplace procedures

3.3 Precautions are taken to ensure that convoy personnel are aware of road and other conditions that may impact on load and vehicle security

3.4 All required liaison with relevant authorities is undertaken

3.5 Documentation is completed in accordance with government rules and regulations and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads
- Relevant OH&S and environmental procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures
- Procedures to be followed in the event of a driving/piloting/escort emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Driving hazards and related defensive driving techniques
- Principles of stress management when carrying out pilot/escort functions
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
• Fatigue management techniques
• Lifestyles which promote the effective long-term management of fatigue
• Documentation requirements for piloting and escorting oversized/overmassed loads

Required skills:
• Communicate effectively with others when piloting and escorting vehicles with oversized and overmassed loads
• Read and interpret instructions, procedures, information and signs relevant to the piloting and escorting of vehicles with oversized and overmassed loads
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the piloting and escorting of vehicles with oversized and overmassed loads
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when piloting and escorting vehicles with oversized and overmassed loads
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when piloting and escorting vehicles with oversized and overmassed loads in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when piloting and escorting vehicles with oversized and overmassed loads
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Operations include:
• all pilot and escort vehicle operations

Pilot and escort operations may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators including warning indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory pilot/escort permit/regulatory requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions
- relevant state/territory road rules
- relevant state/territory oversized and overmassed permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC107C  Drive vehicle

Unit Descriptor  This unit involves the skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills  This unit contains employability skills.

Application of the Unit  Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts.

Competency Field  C – Driving Vehicle

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Drive the vehicle  1.1 Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage
1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
1.4 The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
1.5 Vehicle lights and indicators are used in accordance with traffic regulations and manufacturers instructions
1.6 The vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures
1.7 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations.

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle.

3.2 Performance and efficiency of vehicle operation is monitored during use.

3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority.

3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue
Required skills:

- Communicate effectively with others when driving a commercial vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a commercial vehicle
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a commercial vehicle
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may occur when driving a commercial vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor performance of vehicle and take appropriate action where required
- Check and replenish fluids and carry out lubrication processes in the course of work activities

RANGE STATEMENT

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

Type of vehicle includes:

- cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site
Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC1107C  Transport passengers with disabilities

Unit Descriptor
This unit involves the skills and knowledge required to operate vehicles used for the transport of people with disabilities including pre-operational checks of the vehicle and its ancillary equipment; assistance to passengers in the use of restraints and ancillary equipment; provision of appropriate support to passengers during their journey; and manoeuvring the vehicle with due consideration of passengers' disabilities and the requirements of relevant government regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Transporting of passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying persons with disabilities across a variety of driving contexts.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Carry out pre-operational checks on vehicles
1.1 The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures
1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures

2 Drive a vehicle used by passengers with disabilities
2.1 Passengers are assisted in a courteous manner, sensitive to the disability
2.2 Passengers are assisted to use restraints, and the ancillary equipment which accompanies them, where appropriate
2.3 Ongoing support is provided to the passenger to maximise their travelling comfort
2.4 Ancillary equipment is stowed safely in vehicle following relevant regulations, where appropriate
2.5 The vehicle is manoeuvred in accordance with the regulations for the class of vehicle involved
2.6 The vehicle is manoeuvred with due consideration to any required precautions related to the disability of the passengers or relevant government regulations pertaining to the special load

2.7 Signs or indicators are fixed to the vehicle if required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant anti-discrimination legislation
- Duty of care responsibilities when driving vehicles used by passengers with disabilities
- Vehicle and ancillary equipment controls, instruments and indicators and their use
- Vehicle handling procedures and procedures for operating ancillary equipment
- Techniques for driving vehicles used by passengers with disabilities
- Pre-operational checks carried out on vehicle and ancillary equipment and related action
- Driving hazards and related defensive driving techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions

Required skills:
- Communicate effectively with others when transporting passengers with disabilities
- Read and interpret instructions, procedures, information and signs relevant to the transporting of passengers with disabilities
- Interpret and follow operational instructions and prioritise work
- Interact with passengers with disabilities
- Complete documentation related to the transporting of passengers with disabilities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when transporting passengers with disabilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when transporting passengers with disabilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Type of vehicle includes:
• cars and vehicles designed to transport passengers with disabilities

Transporting of passengers may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or worksite

Vehicle handling procedures may include:
• starting a vehicle
• steering and manoeuvring a vehicle
• accelerating and braking
• positioning and stopping a vehicle
• reversing a vehicle
• operating the controls, instruments and indicators of the vehicle and ancillary equipment
• using defensive driving techniques
• managing engine performance

Driving hazards may include (examples only):
• wet and iced roads
• oil on road
• animals and objects on road
• fire in vehicle
• leaking fuel
• faulty brakes
• parked vehicles on the road
• faulty steering mechanism on vehicle
• pedestrians crossing the road
• flooded sections of road
• windy sections of road
• foggy conditions
Pre-operational checks may include:
- visual check of vehicle and ancillary equipment
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc
- road closures for special events such as marches, parades, sporting events, etc
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- state/territory driving licence requirements
- state/territory road rules
- workplace instructions and procedures for the transport of passengers with disabilities
- manufacturers instructions, specifications and recommended operating procedures for both vehicle and ancillary equipment, including pre-operational checks
- emergency procedures
- vehicle log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant anti-discrimination legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIC1207C**  Ride courier/delivery motorcycle

**Unit Descriptor**
This unit involves the skills and knowledge required to ride a courier/delivery motorcycle while safely carrying loads. This includes pre-operational checks of the motorcycle; the systematic, safe and efficient control of all functions; and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the regulations/permit requirements of the relevant state/territory roads and traffic authority pertaining to the riding of a motorcycle on public roads.

Work is generally performed with indirect supervision, and with limited accountability and responsibility for self in achieving the prescribed outcomes.

Driving involves the application of routine procedures to pick up and deliver products, documents and materials from and to customers across a variety of operational contexts.

**Competency Field**
C – Driving Vehicle

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1 **Ride the courier motorcycle**

1.1 Motorcycle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and workplace policy

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage

1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.4 The motorcycle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures

1.5 Motorcycles carrying dangerous goods are driven along designated routes in accordance with the AE or ADG codes, relevant government regulations and workplace policies

1.6 Load is checked to confirm compliance with the load limit of the motorcycle

1.7 The load is secured, transported and the motorcycle is manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads
1.8 Any required signs or indicators are fixed to the motorcycle
1.9 Personal protective equipment and clothing is identified, worn and adjusted to meet legislative, regulatory or policy requirements

### 2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

### 3 Monitor and maintain motorcycle performance

3.1 Motorcycle performance is maintained through pre-operational inspections and checks of the motorcycle
3.2 Performance and efficiency of motorcycle operation is monitored during use
3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority
3.4 Motorcycle records are maintained/updated and information is processed in accordance with workplace procedures

### REQUIRED KNOWLEDGE AND SKILLS

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

**Required knowledge:**

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Motorcycle handling procedures
- Workplace operational instructions
- Procedures to be followed in the event of an emergency
- Pre-operational checks carried out on motorcycle and related action
- Map reading and road navigation techniques
- Motorcycling hazards and related defensive riding techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a courier motorcyclist
- Requirements of courier work systems/operations and relevant equipment
- Procedures and policies concerning the identification, acceptance and carrying of dangerous/hazardous goods

**Required skills:**

- Communicate effectively with others when riding a commercial courier or delivery motorcycle
• Read and interpret instructions, procedures, information and signs relevant to the riding of a commercial courier or delivery motorcycle
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the riding of a commercial courier or delivery motorcycle
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when riding a commercial courier or delivery motorcycle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when riding a commercial courier or delivery motorcycle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of motorcycle and take appropriate action

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

Work may be carried out in typical road transport situations, including:
• operations conducted day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot or base
• while at a customer's workplace or premises

Customers may be:
• internal or external
Motorcycle handling procedures may include:

- starting a motorcycle
- steering and manoeuvring a motorcycle
- accelerating and braking
- stopping and parking
- using defensive riding techniques

Pre-operational checks may include:

- visual check of motorcycle for operational capability
- checking and topping up fluid levels
- checks of tyre pressures
- checks of operation of lights
- checks of gearing, steering and brakes
- check of seat adjustment

Minor routine repairs may include:

- replacement of blown globes in motorcycle lights
- changing of tyres
- repair of tyre punctures

Hazards may include:

- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise
- wet and iced roads
- oil on road
- animals and objects on road

Personal protective equipment may include:

- helmet
- sunglasses
- sun cream

Hazardous or dangerous goods may include:

- medical samples or supplies
- explosives
- acids, alkalines or solvents
Consultative processes may involve:

- customers
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff
- local government authorities

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- road closures for special events such as marches, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information and documentation may include:

- state/territory licence requirements relevant to courier motorcyclists
- state/territory road rules
- workplace instructions and procedures for courier motorcyclists including emergency procedures
- motorcycle manufacturers instructions, specifications and recommended riding and servicing procedures including preoperational checks of motorcycle
- operations manuals including quality assurance procedures
- induction documentation
- competency standards and training materials
- HAZCHEM codes and dangerous/hazardous goods codes and procedures
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- conditions of service, legislation and industrial agreements
- OH&S procedures

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority regulations and licence requirements pertaining to the courier motorcyclists
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- applicable dangerous/hazardous goods codes and legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC1307C  Ride courier/delivery bicycle

Unit Descriptor
This unit involves the skills and knowledge required to ride a courier/delivery bicycle while safely carrying loads. This includes pre-operational checks of the bicycle; the systematic, safe and efficient control of all functions; and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations/permit requirements of the relevant state/territory roads and traffic authority pertaining to the riding of the bicycle on public roads.

Work is generally performed with indirect supervision, and with limited accountability and responsibility for self in achieving the prescribed outcomes.

Driving involves the application of routine procedures to pick up and deliver products, documents and materials from and to customers across a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Inspect bicycle for operational capability

1.1 Work area is checked to ensure that operational checks of bicycle may be conducted safely

1.2 The bicycle is checked prior to operation in accordance with manufacturers safety checks, specifications and workplace procedures to ensure it is free from damage that may limit operational capability

1.3 Component operation is tested in accordance with manufacturers specifications and workplace procedures

1.4 Warning systems are all checked for operational effectiveness

1.5 Air pressure and lubrication are checked against specifications

1.6 Where required, appropriate products are used to maintain specified levels

1.7 Faults are identified and assessments made of their potential effect on the operation of the bicycle for the required work operations, and are reported to the appropriate personnel for rectification

1.8 Personal protective equipment is identified, worn and adjusted to meet recommended Australian Standards, legislative, regulatory or policy requirements
2 Ride the bicycle

2.1 Road area is checked for hazards prior to and during journey(s)

2.2 Bicycle is steered, manoeuvred, positioned and stopped in accordance with traffic regulations, manufacturers instructions and workplace policy

2.3 Gears are managed to ensure efficiency and performance and to minimise gear damage and fatigue

2.4 Hazards are identified and/or anticipated and avoided or controlled through defensive riding

2.5 The bicycle is parked and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures

2.6 The bicycle is securely loaded and manoeuvred with due consideration to any required precautions related to characteristics of the load and/or relevant government regulations pertaining to special loads

2.7 Any required signs or indicators are fixed to the bicycle

3 Monitor traffic and road conditions

3.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

3.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities

4 Monitor and maintain bicycle performance

4.1 Performance of bicycle operation is monitored during use

4.2 Defective or irregular performance or malfunctions are reported to the appropriate authority

4.3 Records are maintained/updated and information is processed in accordance with workplace procedures

4.4 Clear reference in any reports is made to any items which may affect the future efficient use and/or safety of the equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Bicycle handling procedures
- Workplace operational instructions
- Procedures to be followed in the event of an emergency
• Pre-operational checks carried out on bicycle and related action
• Map reading and road navigation techniques
• Cycling hazards and related defensive riding techniques
• Factors which may cause traffic delays and diversions and related action that can be taken by a courier cyclist
• Requirements of courier work systems/operations and relevant equipment
• Procedures and policies concerning the identification, acceptance and carrying of dangerous/hazardous goods

Required skills:
• Communicate effectively with others when riding a commercial courier or delivery bicycle
• Read and interpret instructions, procedures, information and signs relevant to the riding of a commercial courier or delivery bicycle
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the riding of a commercial courier or delivery bicycle
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when riding a commercial courier or delivery bicycle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when riding a commercial courier or delivery bicycle in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may occur when riding a commercial courier or delivery bicycle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques when riding a commercial courier or delivery bicycle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of bicycle and its equipment and take appropriate action if required
• Service bicycle in terms of maintenance schedule and standard operating procedures
RANGE STATEMENT

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

Work may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot or base
- while at a customer's workplace or premises

Customers may be:

- internal or external

Bicycle handling procedures may include:

- steering and manoeuvring a bicycle
- accelerating and braking
- parking
- using defensive riding techniques

Pre-operational checks may include:

- visual check of bicycle for operational capability
- checks of tyre pressures
- checks of operation of lights
- checks of gearing, steering and brakes
- check of seat adjustment

Minor routine repairs may include:

- replacement of blown globes in bicycle lights
- changing tyres
- repairing tyre punctures

Hazards may include:

- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise
- wet and iced roads
- oil on road
- animals and objects on road

Personal protective equipment may include:

- helmet
- sunglasses
- sun cream
| Hazardous or dangerous goods may include:                          | • medical samples or supplies  
|                                                                | • acids, alkalines or solvents |
| Consultative processes may involve:                             | • customers  
|                                                                | • other employees and supervisors  
|                                                                | • management  
|                                                                | • union representatives  
|                                                                | • industrial relations, Occupational Health and Safety specialists  
|                                                                | • other professional or technical staff  
|                                                                | • local government authorities |
| Factors that can cause traffic delays and diversions may include: | • traffic accidents  
|                                                                | • flooded sections of road  
|                                                                | • road damage  
|                                                                | • bridge/tunnel damage  
|                                                                | • road works  
|                                                                | • building construction  
|                                                                | • road closures for special events such as marches, sporting events, etc.  
|                                                                | • holiday traffic  
|                                                                | • road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. |

| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | • company procedures  
|                                                                                           | • enterprise procedures  
|                                                                                           | • organisational procedures  
|                                                                                           | • established procedures |
Information and documentation may include:

- state/territory licence requirements relevant to courier cyclists
- state/territory road rules
- workplace instructions and procedures for courier cyclists including emergency procedures
- bicycle manufacturers instructions, specifications and recommended riding procedures including pre-operational checks of bicycle
- operations manuals including quality assurance procedures
- induction documentation
- competency standards and training materials
- HAZCHEM codes and dangerous/hazardous goods codes and procedures
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- conditions of service, legislation and industrial agreements
- OH&S procedures

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority regulations and licence requirements pertaining to the courier cyclist
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- applicable dangerous/hazardous goods codes and legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
other relevant aspects of the range statement

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC1607B Conduct marshalling operations

Unit Descriptor
This unit involves the skills and knowledge required to conduct marshalling operations in accordance with safeworking and regulatory requirements and workplace procedures including the planning and organisation of the efficient movement and positioning of rolling stock to make up a train, break up a train, load or unload. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to carry out marshalling across a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Establish marshalling requirements
1.1 Job specifications and instructions are interpreted in order to clarify the train consist requirements
1.2 Personnel requirements and availability to make up the train consist are identified and confirmed
1.3 Equipment requirements are identified, obtained, and prepared for use
1.4 Relevant OH&S legislation, codes of practice, organisational policies and procedures and safeworking systems and requirements related to marshalling and shunting are identified

2 Plan rolling stock movements
2.1 Rolling stock is located and movements are planned to ensure that track use and/or rolling stock placements are appropriate
2.2 Rolling stock cards are checked to determine availability and appropriateness to the consist

3 Position rolling stock
3.1 Sequence of rolling stock movements is determined to achieve correct consist
3.2 Rolling stock is sorted, organised in correct sequence,
positioned and coupled for efficient movement

3.3 Marshalling strategy minimises rolling stock movement and restrictions to track access

3.4 Marshalling strategy ensures that rolling stock is moved and placed safely by following relevant safeworking systems and requirements

3.5 Radio and line of sight communication tools are used in accordance with standard operational procedures and conventions

3.6 Contingency plans are implemented, when necessary, to overcome unplanned events

3.7 Appropriate end-of-train monitoring unit/signals are fitted and operation is confirmed prior to departure

3.8 Train is finalised in accordance with operational requirements, and irregularities are reported and rectified to ensure movement will be safe for personnel and load

3.9 Relevant OH&S requirements are followed to prevent injury and damage

4 Prepare and distribute documentation

4.1 Train consist information is prepared and filed and/or computer entered, according to operational requirements

4.2 Appropriate documentation is delivered to train crews and yard personnel to meet operational requirements

4.3 Documentation is provided to other relevant personnel, including those responsible for marshalling/shunting operations en route, to achieve operational requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Dangerous Goods Codes and regulations
- Marshalling plan and instructions
- Loading and unloading procedures
- Procedures for getting on and off rolling stock in an appropriate manner
- Procedures for coupling and uncoupling rolling stock
- Procedures for operating points and signals
- Procedures for managing hazardous situations when marshalling rolling stock
- Radio communication protocol
- Procedures for completing relevant documentation
Yard features
• Characteristics and features of wagons and other rolling stock
• Principles of operation of protective devices, air brakes, handbrakes, derailleurs
• Local track and signal layouts
• Draw gear capacities and related operating procedures
• Safeworking systems and requirements
• Shunting signals and commands and line of sight communication systems
• Relevant documentation
• Procedures to be followed in the event of an emergency
• Procedures for identifying equipment defects and assessing for appropriate action
• Local procedures and operating requirements
• Defects that can occur on marshalling gear and equipment and related action that should be taken
• Procedures for operating mechanical, electronic and other line of sight communications equipment within required protocols

Required skills:
• Communicate effectively with others when conducting marshalling activities
• Read and interpret instructions, plans, procedures, information and signs relevant to the conduct of marshalling activities
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the conduct of marshalling activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when conducting marshalling activities
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when conducting marshalling activities in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when conducting marshalling activities
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques when conducting marshalling activities
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rolling stock includes:
- all rolling stock in service within Australian rail systems

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Equipment may include:
- draw gear
- air brake system components and handbrakes
- rail tractors
- rolling stock
- communication equipment
- switching equipment
- turntables
- motor vehicles
- fixed signals

OH&S requirements are those necessary to meet applicable organisational, state/territory and national policies and procedures and may include the use of:
- gloves
- sunscreen, sunglasses and safety glasses
- hearing protection
- insect repellent
- safety headwear and footwear
- portable radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- breakdown equipment
- emergency containers
- end-of-train unit or marker
- equipment for handling electrical cables
- emergency warning devices
- portable signs and markers
Contingencies may include:

- derailments
- collisions
- breakdowns
- injuries and fatalities
- hazardous materials spills
- fires and leaks
- track damage
- powerline damage

Contingency plans and contingencies may involve:

- emergency procedures manuals
- ADG Code and other regulations pertaining to the carriage of dangerous goods
- safeworking systems and requirements

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- drivers advice
- train register book
- safeworking forms
- dangerous goods manifest
- marshalling plan
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIC1707B Shunt rolling stock**

**Unit Descriptor**
This unit involves the skills and knowledge required to safely shunt rolling stock in accordance with safeworking and regulatory requirements and workplace procedures, including controlling and directing the physical movement of rolling stock and operating relevant equipment to carry out a developed shunting strategy. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to carry out shunting activities as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
C – Driving Vehicle

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1 **Plan and prepare for shunting operation**

1.1 Shunting requirements are interpreted and clarified and vehicles and equipment are obtained and prepared in accordance with shunting strategy

1.2 Rolling stock movements, availability and locations are established in order to determine appropriate siding and/or track locations for vehicle placement

1.3 Relevant OH&S legislation, codes of practice, organisational policies and procedures and safeworking systems and requirements related to shunting are identified

2 **Carry out shunting control procedures**

2.1 Points, levers, switches, signals and line of sight communications are used to assist the control of rolling stock movement

2.2 Hand, light and radio shunting commands used are uniform and conform with operational and statutory requirements

2.3 Relevant OH&S requirements are followed to prevent injury and damage

2.4 Wagon cards are checked and wagons are obtained and sorted
to comply with shunting requirements
2.5 Shunting control techniques are applied to prevent damage of rolling stock and loads/contents

3 Shunt rolling stock
3.1 Workplace procedures for shunting are identified and applied
3.2 Rolling stock is positioned to meet shunting requirements
3.3 Coupling systems are identified and applied to attach and detach rolling stock
3.4 Connecting brake hoses, electrical couplings and hand brakes are connected/disconnected and applied/released in accordance with operational and OH&S requirements
3.5 Shunting occurs with the minimum of necessary moves within governing safety requirements and limitations

4 Finalise train consist
4.1 Train consists are made up according to operational procedures within timetabling requirements
4.2 Irregularities and defects with equipment rolling stock are reported in accordance with operational requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Dangerous Goods Codes and regulations
- Shunting plan and instructions
- Procedures for prioritising work
- Loading and unloading procedures
- Procedures for getting on and off rolling stock in an appropriate manner
- Procedures for coupling and uncoupling rolling stock
- Procedures for operating points and signals
- Procedures for solving problems associated with shunting operations
- Procedures for identifying and reporting hazards
- Radio communication protocol
- Procedures for completing relevant documentation
- Wagon mechanisms
- Yard features
- Characteristics and features of wagons and other rolling stock
- Principles of operation of protective devices, air brakes, handbrakes, derailleurs
• Location and operation of signals and points
• Local track and signal layouts
• Draw gear capacities and related operating procedures
• Safeworking systems and requirements
• Shunting signals and commands and line of sight communication systems
• Procedures to be followed in the event of an emergency
• Defects that can occur on a shunting gear and equipment and related action that should be taken
• Procedures for identifying equipment defects and assessing for appropriate action
• Local procedures and operating requirements
• Procedures for operating mechanical, electronic and other line of sight communications equipment with required protocols

Required skills:
• Communicate effectively with others when shunting rolling stock
• Read and interpret instructions, procedures, information and signs relevant to the shunting of rolling stock
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the shunting of rolling stock
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when shunting rolling stock
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when shunting rolling stock in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when shunting rolling stock
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Monitor condition and performance of equipment and take appropriate action if required
• Check gear and equipment in terms of service schedule and standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Rolling stock may include:  • all rolling stock in service within Australian rail systems

Operations may be conducted:  • by day or night
• in all relevant weather conditions

Equipment may include:  • draw gear
• air brake system components and handbrakes
• rail tractors
• rolling stock
• communication equipment
• switching equipment
• turntables
• motor vehicles
• fixed signals

OH&S requirements are those necessary to meet applicable workplace, state/territory and national policies and procedures and may include the use of:

• gloves
• sunscreen, sunglasses and safety glasses
• hearing protection
• insect repellent
• safety headwear and footwear
• portable radios
• hand lamps
• flags
• safety devices
• audible indicators
• breathing equipment
• fire extinguishers
• high visibility clothing
• breakdown equipment
• emergency containers
• end-of-train unit or marker
• equipment for handling electrical cables
• emergency warning devices
• portable signs and markers
Contingencies may include:

- derailments
- collisions
- breakdowns
- injuries and fatalities
- hazardous materials spills
- fires and leaks
- track damage
- powerline damage

Contingency plans and contingencies may involve:

- emergency procedures manuals
- ADG Code and other relevant dangerous goods regulations
- safeworking systems and requirements

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where shunting operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- drivers advice
- train register book
- safeworking forms
- dangerous goods manifest
- marshalling plan and shunting lists
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where shunting operations are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- Railways of Australia Code of Practice and Conditions for the Carriage of Dangerous Goods
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

### Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIC1807B Operate on-train remote control system

#### Unit Descriptor

This unit involves the skills and knowledge required to operate an on-train remote control unit in accordance with safeworking and regulatory requirements and workplace procedures including preparing motive power units before setting up on-train remote control equipment, operating the system after the set-up is complete and shutting it down after operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills

This unit contains employability skills.

#### Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the operation of the on-train remote control system as part of workplace activities across a variety of operational contexts within the Australian rail system.

#### Competency Field

C – Driving Vehicle

#### ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Position equipment and motive power unit | 1.1 Remote control equipment and motive power units are positioned in required locations  
1.2 Brake test is conducted on each train section using appropriate personnel  
1.3 Front and rear train consists are coupled together to form one train, applying safeworking techniques  
1.4 Relevant OH&S requirements are followed to prevent injury and damage  
1.5 Relevant codes of practice and safeworking systems and requirements are followed |
| 2 Monitor and operate remote control equipment | 2.1 Motive power units and control system set-up are checked to ensure safe operational status  
2.2 Remote control equipment is operated and monitored in accordance with operational requirements during train movements to provide safe train handling and control  
2.3 Any operational difficulties encountered are addressed by re- |
establishing control of the motive power unit(s) with minimum risk to personnel and equipment

3 Shut down remote control equipment

3.1 Shut-down procedures of lead and remote control equipment are followed to ensure train security and deactivation of the system

3.2 Equipment indicators or functions are operated to ensure the shut-down process is correct and complete

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental procedures and regulations
• On-train remote control unit controls, instruments and indicators and their purpose, location and use
• Positioning procedures
• Shut-down procedures
• Braking and safety system procedures
• Procedures for the control of motive power units
• Procedures for the operation of remote control units
• Motive power operating techniques
• Procedures for managing hazardous situations involving on-line remote control systems
• Operational instructions
• Shunting and marshalling procedures
• Procedures for identifying equipment defects in remote control units and assessing for appropriate action including compatible coupling, braking and drive equipment, ancillary systems and signalling systems
• Procedures for operating electronic communications equipment with required protocol

Required skills:

• Communicate effectively with others when operating on-train remote control system
• Read and interpret instructions, procedures, information and signs relevant to the operation of on-train remote control system
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of on-train remote control system
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating on-train remote control system
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when operating on-train remote control system in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when operating on-train remote control system
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Judge train speeds and movements
• Monitor performance of equipment and take appropriate action if required

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

Operations may be conducted:
• by day or night
• in all relevant weather conditions

On-train remote control equipment is:
• that using any mechanism and operating system to allow the control of one motive power unit which is part of a train from another unit which is part of the same train

Motive power units include all motive power units in service within Australian rail systems and may include:
• diesel locomotives
• electric locomotives
• railcars
• multiple units including electric
• non-operational units
• multiple units

Remote control operation may be used:
• within a yard for the purpose of marshalling or shunting, or on running lines

Action taken as a result of identified faults, defects or deficiencies may include:
• carrying out repairs or adjustments, depending on the level and extent of work required
• reporting to appropriate personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant log or record book
- maintenance notices, records and requests
- local instructions
- equipment operation manuals
- operational instructions, policies and procedures
- emergency procedure manuals
- two-way radio operation procedures
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC1907B  Drive train to operational requirements

Unit Descriptor
This unit involves the skills and knowledge required to drive a train to operational requirements in accordance with safeworking and regulatory requirements and workplace procedures. This includes applying train management techniques to manage the movement of a train and, as the driver of a motive power unit, to conduct all movements and related activities required to achieve operational requirements. It also includes responding effectively to external factors and emergencies, handing over a train to a relief crew and stabling it at the end of a journey. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to drive trains to operational requirements as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Drive train efficiently and effectively
1.1 Motive power unit is operated in accordance with the relevant codes of practice, workplace procedures and instructions
1.2 Motive power unit is operated safely within track/road characteristics and conditions and to minimise wear and fuel use and avoid damage
1.3 Motive power unit is operated with due care for passenger comfort and/or condition of freight
1.4 Performance of equipment and rolling stock is monitored to maintain optimum running conditions and identify faults, defects and efficiencies
1.5 Relevant codes of practice, OH&S and environmental requirements are followed to prevent injury and damage

2 Complete train journey
2.1 Train documentation is received, interpreted and followed
2.2 Train is operated in accordance with train documentation and procedures
2.3 Events and circumstances affecting planned running schedule are communicated to relevant personnel en route
2.4 Relevant codes of practice, safeworking and signalling requirements are followed throughout train operations
2.5 Train control instructions and other instructions are received, interpreted and applied to ensure safe and effective control of the train
2.6 Communications are maintained with train control and other relevant officers during the train journey in accordance with the relevant codes of practice and safeworking systems
2.7 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient running

3 Respond effectively to external operating factors

3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, safeworking systems and requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe
3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe
3.3 Hazardous situations are recognised and appropriate action taken to minimise risk to personnel and equipment

4 Prepare train for crew hand-over

4.1 Relevant personnel are advised of condition and location of the train
4.2 Documentation is updated and faults identified en route are reported to relevant personnel in accordance with established policies and procedures
4.3 Incidents or unusual occurrences are recorded and reported to relevant personnel in accordance with established policies and procedures

5 Stable train

5.1 Location for stabling of the train is confirmed with relevant personnel
5.2 Train is shunted and secured in accordance with directions, workplace procedures and relevant rail regulations
5.3 Train is stabled in accordance with organisational policies and procedures
5.4 Safety devices are activated or put in position to ensure the safety of personnel and equipment
REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Operational instructions
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Starting-up and shutting-down procedures
- Train driving procedures
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop
- Techniques and procedures for complying with speed and load limits
- Processes for adjusting controls to maximise efficient and safe running
- Procedures for managing hazardous situations and emergencies
- Procedures for operating and monitoring the performance of ancillary systems on a train
- Procedures for refuelling and lubricating a motive power unit (as applicable for various types of MPUs)
- Procedures for minor maintenance, cleaning, lubricating and servicing of motive power unit
- Procedures for identifying equipment defects and assessing for appropriate action
- Requirements for completing relevant documentation
- Train characteristics including: track and train dynamics; monitoring principles and procedures; load types and security; fault finding procedures and signalling systems
- Motive power unit equipment and systems including: monitoring devices; braking and drive equipment; ancillary systems and signalling systems
- Track and road characteristics including: track and bridge limitations; speed limitations; gauge limitation; curves and gradients; curfews; location of signals and crossings; emergency cross-overs; and yard and siding layouts
- Local procedures and operating requirements
- Typical defects that can occur on a motive power unit and related action that should be taken
- Procedures for operating electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term management of fatigue

Required skills:

- Communicate effectively with others when driving a train to operational requirements
- Read and interpret instructions, procedures, information and signs relevant to driving a train
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a train to operational requirements
- Operate electronic communication equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a train to operational requirements
- Recognise problems that may arise when driving a train and take appropriate action
- Check and replenish fluids and carry out lubrication processes in the course of train operations
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods, vehicles or equipment
- Adapt to differences in trains, associated motive power units and ancillary equipment
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor train performance and security of load to facilitate optimum safe operation
- Apply information about the track or road to train operations
- Stable and secure a train
- Monitor journey schedule
- Apply fatigue management knowledge and techniques

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

Operations may be conducted: - by day or night in all relevant weather conditions
Motive power units may include all motive power units in service within Australian rail systems and may include: - diesel locomotives
- electric locomotives
- railcars
- multiple units including electric
Rolling stock includes: - any rolling stock in service within Australian rail systems
Safety devices can include: - power brakes
- hand brakes
- chocks
- lock-out equipment to prevent train from moving
- emergency and safety equipment such as vigilance control and deadman relays
Track and road characteristics include:

- track and bridge limitations
- speed limitations
- gauge limitation
- curves and gradients
- curfews
- location of signals and crossings
- emergency cross-overs

Relevant personnel can include:

- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include:

- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include:

- oral, aural or signed communications
- hand held or portable two way radio equipment
- fixed and mobile telephone equipment
- Direct Traffic Control (DTC) communications
- email

Depending on the type of organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit log book
- train running sheets
- time sheets
- roadworthy certificate
- equipment operation manuals and maintenance specifications
- emergency procedure manuals relevant maintenance specifications
- two-way radio operation procedures
- maintenance notices, records and requests
- isolation and lock-out procedures
- procedures for using protective clothing and equipment
- specified operating limits for motive power units
- local instructions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
## TLIC207C  Drive light rigid vehicle

### Unit Descriptor
This unit involves the skills and knowledge required to drive a light rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to light rigid vehicles.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial light rigid vehicle across a variety of driving contexts.

### Competency Field
C – Driving Vehicle

### ELEMENT | PERFORMANCE CRITERIA
--- | ---

**1  Drive the light rigid vehicle**

1.1 The light rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.4 The light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.5 The light rigid vehicle is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures

1.6 Appropriate procedures are followed in the event of a driving emergency

**2  Monitor traffic and road conditions**

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards
2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle.
3.2 Performance and efficiency of vehicle operation is monitored during use.
3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority.
3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Light rigid vehicle controls, instruments and indicators and their use
- Light rigid vehicle handling procedures
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques including the use of a GPS device where applicable
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:
- Communicate effectively with others when driving a commercial light rigid vehicle
• Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial light rigid vehicle
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the driving of a commercial light rigid vehicle
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when driving a commercial light rigid vehicle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when driving a commercial light rigid vehicle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial light rigid vehicle
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor and anticipate traffic hazards and take appropriate action
• Carry out pre-operational checks on the vehicle in the course of work activities

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

Type of vehicle includes: • all light rigid vehicles including trucks and buses greater than 4.5 tonnes or seating more than 12 adults including the driver

Driving may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site
Vehicle handling procedures may include:
- starting a vehicle
- steering and manouevring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory light rigid vehicle driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to light rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2307B Operate train with due consideration of route conditions

Unit Descriptor
This unit involves the skills and knowledge required to operate a train with due consideration of route conditions in accordance with safeworking and regulatory requirements and workplace procedures. This includes identifying route requirements, applying route knowledge to the planning of a train journey, and using route knowledge during a train journey in accordance with workplace requirements and standards. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to operate a train with due consideration of route conditions as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify route requirements
1.1 Sources of information on critical aspects of a train route are accessed in accordance with workplace procedures
1.2 Information on critical aspects of a train route are interpreted and analysed for use when planning a train journey and operating a train during a journey

2 Apply route knowledge when planning a train journey
2.1 Route information is applied to the planning of a train journey in accordance with workplace procedures and safeworking codes of practice and regulations
2.2 Events and circumstances likely to affect planned running schedule are communicated to relevant personnel en route
2.3 Relevant codes of practice, safeworking and signalling requirements are applied when planning train operations
2.4 Instructions concerning planned train operation are communicated to relevant personnel to ensure safe and efficient on-time running
3 Use route knowledge during a train journey

3.1 Route information is evaluated and applied to the management of train operations during a train journey in accordance with workplace procedures and safeworking codes of practice and regulations

3.2 Hazardous situations along the train route are recognised and appropriate action is taken to minimise risk to personnel and equipment

3.3 Communications are maintained with traffic control and other relevant officers during the train journey in accordance with the relevant codes of practice and safeworking systems

3.4 Train control and other instructions are received, interpreted and applied to ensure safe and effective control of the train

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Route information including track/bridge limitations, speed limitations, gauge limitation, curves and gradients, curfews, location of signals and crossings, emergency cross-overs, weather conditions along the route, track work along the route, reports of accidents or breakdowns along the route, yard and siding layouts and typical problems that can occur along a train route
- Procedures for identifying and/or anticipating route problems and related action that can be taken
- Operational instructions
- Procedures to be followed in the event of an emergency
- Local procedures and operating requirements
- Safe operational procedures and techniques for optimising efficiency, minimising wear and tear on rolling stock and motive power units, using route knowledge and terrain for advantage and optimising the quality of ride for passengers
- Procedures for operating electronic communications equipment with required protocol
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Driving procedures
- Braking and safety system procedures
- Procedures for operating controls to start, accelerate, decelerate and stop
- Procedures for complying with speed and load limits
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing hazardous situations
- Procedures for operating ancillary systems
• Motive power unit systems and equipment including monitoring devices, braking and drive equipment, ancillary systems and signalling systems

**Required skills:**

• Communicate effectively with others when operating a train with due consideration of route conditions including fixed and hand signals and the use of train communications equipment

• Read and interpret instructions, procedures, route information and signs relevant to the operation of a train with due consideration of route conditions

• Interpret and follow operational instructions and prioritise work

• Complete documentation related to the operation of a train with due consideration of route conditions

• Operate electronic communication equipment to required protocol

• Work collaboratively with others when operating a train with due consideration of route conditions

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

• Promptly report and/or rectify any identified problems that may occur when operating a train with due consideration of route conditions in accordance with regulatory requirements and workplace procedures

• Implement contingency plans for unexpected events when operating a train with due consideration of route conditions

• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

• Monitor work activities in terms of planned schedule

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

• Apply fatigue management knowledge and techniques

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

• Operate and adapt to differences in equipment in accordance with standard operating procedures

• Apply route knowledge to train operations

• Monitor train performance and its security to facilitate optimum safe operation and quality of ride to passengers (where applicable)

• Service train and its equipment in terms of maintenance schedule and standard operating procedures

• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

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

Trains may be operated: • over tracks owned and maintained by different organisations

Motive power units include any motive power units in service within Australian rail systems and may include:
• diesel locomotives
• electric locomotives
• railcars
• multiple units
• electric multiple units

Rolling stock includes: • any rolling stock in service within Australian rail systems

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Critical route information may include but is not limited to:
• track/bridge limitations
• speed limitations
• gauge limitation
• curves and gradients
• curfews
• location of signals and crossings
• emergency cross-overs
• weather conditions along the route
• track work along the route
• reports of accidents or breakdowns along the route

Depending on context, train management considerations to which route information may be applied may include but are not limited to:
• safety of the train and passengers/freight
• comfort and quality of ride of passengers
• use of track terrain for the advantage of train operations
• optimisation of the efficiency of operations
• on-time running
• wear and tear on rolling stock and motive power units
• security of freight in the case of a freight train
• size and dimensions of a freight train and its load
Relevant personnel may include:

- train controllers
- train examiners
- maintenance personnel
- train crews
- yard and other operational personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include but are not limited to:

- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include but is not limited to:

- train intercom
- hand-held or portable radio equipment
- fixed radio equipment
- computer-based communications equipment
- specialised testing facilities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit log book
- train running sheets
- route information
- local instructions
- track speed, length and load limitations
- train notices, records and requests
- weather information and alerts
- specified operating limits and optimum efficiency running speeds for motive power units
- operational instructions, protocols, policies and procedures, including:
  - those related to preventing trains from moving
  - track speed, length and load limitations
  - monitoring and complying with signals
  - operating in accordance with track condition
- equipment operation manuals and maintenance specifications
- emergency procedure manuals
- two-way radio operation procedures
- procedures for using protective clothing and equipment
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2407B Operate urban passenger train

Unit Descriptor
This unit involves the skills and knowledge required to operate an urban passenger train in accordance with safeworking and regulatory requirements and workplace procedures. This includes driving an urban train efficiently and effectively; assisting passengers as required; carrying out pre- and post-operation checks and terminus inspections; responding effectively to abnormal situations, incidents and external operating factors; and stabling an urban train in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is generally performed without direct supervision. It involves the application of routine operational principles and procedures to operate urban trains as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Drive urban train efficiently and effectively

1.1 Train is operated in accordance with the relevant codes of practice, workplace procedures and instructions
1.2 Train is operated safely within track/road characteristics and route conditions
1.3 Train operations are controlled to minimise wear and fuel use and avoid damage
1.4 Train is operated with due care for passenger comfort and quality of ride
1.5 Train is safely operated to specified timetable and schedule in accordance with on-time running standards
1.6 Performance of equipment and rolling stock is monitored to maintain optimum running conditions and identify faults, defects and efficiencies
1.7 Relevant codes of practice, OH&S and environmental requirements are followed to prevent injury and damage
2 Assist passengers

2.1 Passenger needs when boarding the train are monitored and identified in accordance with workplace procedures and customer service standards

2.2 Passengers are given appropriate assistance in accordance with workplace procedures

2.3 Passengers with disabilities and/or difficulties are identified and given appropriate assistance when embarking/disembarking to/from the train

2.4 Where applicable, passengers are advised of station identification, emergency situations and other critical information, using the train communications system

2.5 Train control and other instructions are received, interpreted and applied to ensure safe and effective control of the train

2.6 Communications are maintained with traffic control and other relevant officers during the train journey in accordance with the workplace procedures, relevant codes of practice and safeworking systems

2.7 Instructions concerning train operation are given to relevant personnel to ensure safe and efficient on-time running

3 Carry out train inspections

3.1 Pre- and post-operation checks and terminus inspections are carried out in accordance with workplace procedures

3.2 Train visual checks are made in accordance with workplace procedures

3.3 Problems and defects are identified and reported/rectified in accordance with workplace procedures, other regulatory requirements and manufacturers instructions

3.4 Cleanliness and tidiness of train are checked, if required, and appropriate action is taken to maintain quality standards in accordance with workplace procedures

3.5 Incidents or unusual occurrences are recorded and reported to relevant personnel in accordance with established policies and procedures

4 Respond effectively to abnormal situations and external operating factors

4.1 Abnormal operating situations are identified and appropriate action is taken to report and/or respond to the situations in accordance with workplace procedures and regulatory requirements

4.2 Hazardous situations are recognised and appropriate action is taken to minimise risk to personnel and equipment in accordance with workplace procedures and OH&S and regulatory requirements

4.3 Safety and other incidents are identified and dealt with in accordance with workplace procedures and OH&S and regulatory requirements

4.4 Appropriate communications are maintained with relevant
personnel during safety and other incidents in accordance with workplace procedures and OH&S and regulatory requirements

4.5 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, safeworking systems and requirements and workplace policies and procedures, to ensure that actions taken are appropriate and safe

4.6 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and workplace policies and procedures, to ensure that actions taken are appropriate and safe

4.7 Reports on safety and other incidents are completed and referred to appropriate personnel in accordance with workplace procedures and regulatory requirements

5 Stable urban train

5.1 Urban train is stabled in accordance with workplace instructions and procedures

5.2 Post-operational checks of the train are conducted in accordance with workplace procedures

5.3 If required, problems and defects are identified and reported/rectified in accordance with workplace procedures, regulatory requirements and manufacturers instructions

5.4 Safety devices are activated or put in position to ensure the safety of personnel and equipment

5.5 Required documentation on train operations is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Operational instructions including start-up and shut-down procedures
- Urban train operating procedures including driving procedures, braking and safety system procedures, operating controls to start, accelerate, decelerate and stop, complying with speed and load limits, adjusting controls to maximise efficient and safe running, managing hazardous situations and ancillary system procedures
- Procedures for operating electronic communications equipment with required protocol
- Procedures for pre-and post-operational checks
- Procedures for carrying out terminus checks
- Procedures for fuelling (where relevant) and lubrication of motive power units
- Procedures to be followed in the event of an emergency
• Train controls, instruments and indicators and their purpose, location and use
• Safe operational procedures and techniques for optimising efficiency, minimising wear and tear on rolling stock and motive power units, using route knowledge and terrain for advantage and optimising the quality of ride for passengers
• Route information including track/bridge limitations, speed limitations, gauge limitation, curves and gradients, location of signals and crossings, emergency cross-overs, track work along the route, reports of accidents or breakdowns along the route, typical problems that can occur along an urban train route and procedures for identifying and/or anticipating route problems and related action that can be taken
• Urban train operating equipment and systems including monitoring devices, braking and drive equipment, ancillary systems and signalling systems
• Customer services policies, standards and procedures

Required skills:
• Communicate effectively with others when operating an urban passenger train including the use of train communications equipment
• Read and interpret instructions, procedures, information and signs relevant to work activities
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to urban passenger train operations
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating an urban passenger train
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when operating an urban passenger train in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when operating an urban passenger train
• Respond appropriately to abnormal situations, safety incidents and emergencies
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor and anticipate operational hazards and take appropriate action
• Modify activities to cater for variations in workplace contexts, route conditions and environment
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor train performance to facilitate optimum safe operation and quality of ride to passengers (where applicable)
• Carry out required pre-operational, terminus and post-operational checks of train
• Apply route information to train operations
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Trains may be: • any urban train operated in the Australian rail system
Operations may be conducted: • by day or night in all relevant weather conditions
Safety devices may include: • power brakes
• hand brakes
• chocks
• lock-out equipment to prevent train from moving
• emergency and safety equipment such as vigilance control and deadman relays
Track/road characteristics include: • track/bridge limitations
• speed limitations
• gauge limitation
• curves and gradients
• curfews
• location of signals and crossings
• emergency cross-overs
Abnormal situations may include but are not limited to: • technology failure
• illness
• signals in stop mode
• assault
• brawls
• false alarm
• passenger initiated alarm
• track obstructions
• passenger caught in self-closing doors
• pedestrians crossing the track
• suicide on the track
• level crossing accidents
• incorrect information or failure in communications
• overhead wiring failure
Relevant personnel can include:
- train controllers
- train examiners
- maintenance personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Communication protocols may include but are not limited to:
- general safety
- emergency messages
- testing communications equipment
- sending and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include but is not limited to:
- train intercom
- hand-held or portable radio equipment
- fixed radio equipment
- computer-based communications equipment
- specialised testing facilities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, protocols, policies and procedures, including:
  - train operation procedures
  - pre- and post-operation and terminus inspection procedures
  - procedures to prevent trains from moving unintentionally or against safeworking rules
  - track speed, length and limitations
  - procedures for monitoring and complying with signals
  - procedures for operating in accordance with track/route conditions
- train log or record book
- train running sheets
- procedures/instructions for dealing with emergencies or abnormal situations
- quality and customer service standards, policies and procedures
- maintenance notices, records and requests
- specified operating limits for trains
- local instructions
- communication equipment procedures
- equipment operation manuals and maintenance specifications
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian standards and related requirements including AS 4292 Part 1
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

**Critical aspects for assessment and evidence required to**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2507B Operate four wheel drive vehicle

Unit Descriptor
This unit involves the skills and knowledge required to operate a four wheel drive vehicle safely in a range of conditions. These include driving a four wheel drive vehicle on normal roads, traversing slopes, ascending and descending steep slopes and stall recovery. It also includes operation of the vehicle in rugged terrain, the use of a jack and the completion of all pre- and post-operational checks. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory road traffic authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of four wheel drive vehicle operating principles and procedures to maintain the safety and operation of a commercial four wheel drive vehicle across a variety of on-road and off-road contexts.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Operate four wheel drive vehicles on normal roads
1.1 Pre-start checks of vehicle and equipment are carried out to manufacturers specifications and roadworthy requirements
1.2 Tyres are checked for pressure suitable for terrain and/or changed in accordance with workplace procedures
1.3 Loads are secured in accordance with workplace and legislative requirements
1.4 Vehicle is driven on and off road to legislative and workplace requirements, at appropriate speeds for conditions and hazards
1.5 Vehicle is parked and shut down in accordance with workplace and manufacturers requirements

2 Operate vehicle on, or across, a slope
2.1 Pre-start checks of vehicle and equipment are carried out to manufacturers specifications and roadworthy requirements
2.2 Tyres are checked for pressure suitable for terrain and/or
changed to operational guidelines
2.3 Loads are secured in accordance with workplace and legislative requirements
2.4 Vehicle is driven on and off road to regulatory and workplace requirements at appropriate speeds for conditions and hazards

3 Operate vehicle ascending a steep slope including stall recovery
3.1 Intended vehicle path is inspected prior to negotiation of slope
3.2 Appropriate gear is selected to ascend grade, and engine revolutions maintained to ensure constant traction
3.3 Air-conditioning unit is turned off to avoid engine acceleration
3.4 Foot brake is applied as vehicle stalls, handbrake applied and ignition turned off
3.5 Clutch is depressed and reverse gear selected
3.6 Clutch is released and handbrake is slowly released
3.7 Ignition is turned on and brakes are released
3.8 Vehicle is started and allowed to reverse down the slope
3.9 Brakes are applied as necessary to control descent

4 Operate vehicle descending a steep slope including stall recovery
4.1 Intended vehicle path is inspected prior to negotiation of the slope
4.2 Appropriate gear is selected to ascend grade, and engine revolutions maintained to ensure constant traction
4.3 Air-conditioning unit is turned off to avoid engine acceleration
4.4 Braking is used to control decent and skidding is avoided by the application of brakes to emulate ABS
4.5 Ignition is turned off, foot brake is applied, and handbrake engaged
4.6 Clutch is depressed and low gear is selected
4.7 Clutch is released and handbrake is slowly released
4.8 Ignition is turned on and brakes are released
4.9 Vehicle is started and allowed to continue down the slope
4.10 Brakes are applied as necessary to control descent and skids are steered into

5 Operate vehicle in rugged terrain
5.1 Intended vehicle path is inspected prior to negotiation of rugged terrain
5.2 Correct gear/range is selected to negotiate terrain
5.3 Freewheel hubs are engaged and disengaged in accordance with driving conditions
5.4 Vehicle controls are set in accordance with manufacturers instructions for operation in the surrounding terrain
5.5 Traction is maintained in accordance with requirements of the vehicle and the surrounding terrain
5.6 Selection of appropriate gear/range before negotiating terrain is demonstrated
5.7 Where necessary, chains are fitted to vehicle in accordance with manufacturers instructions
5.8 Vehicle load is inspected, positioned and secured to maximise traction for four wheel driving.
5.9 Terrain is negotiated in accordance with requirements for specific driving conditions

6 Operate jack
6.1 Jack is located under vehicle in accordance with vehicle manufacturers specifications and workplace procedures
6.2 Jack is used and operated in accordance with manufacturers specifications and workplace procedures

7 Complete operations
7.1 Vehicle is parked and shut down to workplace and manufacturers requirements
7.2 Faults or malfunctions are corrected and/or reported in accordance with workplace requirements
7.3 Vehicle and equipment are cleaned and stored after use in accordance with workplace requirements
7.4 Any log books or reports required by the workplace are completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the operation of four wheel drive vehicle in both on-road and off-road situations
- Problems that may occur when operating a four wheel drive vehicle, and action that can be taken to report or resolve the problems
- Hazards that may exist when operating a four wheel drive vehicle in both on-road and off-road situations, and ways of controlling the risks involved
- Vehicle controls, instruments and indicators and their use
- Vehicle handling procedures and techniques for a range of conditions, including rock, mud, sand, ice and snow
- Procedures to be followed in the event of a driving emergency
- Efficient driving techniques and safe driving strategies
- The effect on the centre of gravity of changing fluid loads
- Hazards and risks associated with traversing cross slopes
- Effects of hard surface driving (e.g. Highway wind up) on the 4x4 system
• The appropriate use of diff locks
• Pre-and post-operational checks and related action
• Documentation and record keeping requirements

**Required skills:**
• Communicate effectively with others when operating a four wheel drive vehicle
• Read and interpret instructions, procedures, information and signs relevant to the operation of a four wheel drive vehicle
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating a four wheel drive vehicle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a four wheel drive vehicle in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected situations that may arise when operating a four wheel drive vehicle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of four wheel drive vehicle and its equipment and take appropriate action if required
• Conduct pre-start checks
• Monitor and anticipate traffic hazards and take appropriate action drive vehicles in a range of conditions
• Demonstrate emergency procedures in the operation of vehicles
• Identify and correct minor operational faults
• Clean and store vehicles and equipment
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Vehicles include:
- all terrain vehicles
- cars and utilities
- a range of trailers
- light trucks

Operations may be carried out in typical four wheel drive situations, including:
- operations may be conducted day or night
- typical weather conditions
- on the open road
- in rugged terrain off-road conditions that can be smooth, rough, uneven, slippery, boggy, sandy, steep or hilly
- on a steep slope
- during emergency response
- while at a client's workplace or worksite

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Considerations when driving may include:
- operational characteristics of the type of four wheel drive vehicle
- workplace procedures
- traffic conditions
- levels of emergency response
- adverse weather
- traffic regulations
- warning devices
- adverse terrain
Traffic conditions to be taken into account when driving may include:

- speed limits for operation
- legal parking
- traffic pattern and density
- known peak periods and special community functions
- effects of weather on roads
- road surface/off-road terrain
- visibility

Operational hazards may include (examples only):

- steep slopes and rugged terrain
- wet and iced road/terrain
- flooded road/terrain
- oil on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- animals and objects on road
- windy or foggy sections of road/terrain

Workplace guidelines/procedures may include:

- pre- and post-operation checks
- standards of operation
- storage and usage of fuels and lubricants
- policies and routines relating to wear and damage
- precautions and safeguards
- emergency response driving
- driving in adverse terrain
- driving in special environments
- reporting routines
Pre-start checks may include:
- fuel, water, oil
- brake and transmission fluid levels
- battery water levels and electrolyte checks
- tyres
- belts
- leads
- hydraulic lines and connections
- air cleaners
- air-conditioners
- brakes
- off-road safety equipment in line with manufacturers recommendations

Manufacturers specifications may include:
- engine characteristics
- systems warning function
- four wheel drive operation
- radius of turning circle
- safety procedures

Installed devices may include:
- warning lights
- tachometer
- temperature gauge
- electrical charging
- ancillary systems indicator
- speedometer
- oil pressure
- brake warning lights
- audible warning devices
- hose

Minor routine servicing may include:
- the replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving license requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and license requirements pertaining to the class of four wheel drive vehicle
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2607A Operate and monitor a motive power unit

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of the motive power unit, and monitoring its performance and maintaining its operational condition during a journey. It also includes working collaboratively with other train crew and relevant personnel. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to maintain the safety and operation of a motive power unit across a variety of operational contexts in the Australian rail system.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Operate motive power unit
1.1 Motive power unit handling techniques and track and road knowledge are interpreted and applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load
1.2 Acceleration and braking techniques are applied safely within track and road and weather conditions
1.3 Movement of motive power unit between sections ensures that all rolling stock is positioned safely in accordance with relevant codes of practice, safeworking systems, and related requirements

2 Operate and monitor on-board equipment
2.1 Motive power unit equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies
2.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of motive power unit, including communications with operations controller where necessary
2.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel

<table>
<thead>
<tr>
<th>3 Respond effectively to external operating factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, rail regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe</td>
</tr>
<tr>
<td>3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe</td>
</tr>
<tr>
<td>3.3 Hazardous situations are recognised and interpreted and appropriate initiatives and action are taken to minimise risk to personnel and equipment as per workplace procedures and applicable regulatory requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4 Work collaboratively with other train crew and relevant personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Safe operation and monitoring of the motive power unit is maintained in collaboration with other members of the train crew, train controllers and other relevant personnel as per workplace requirements and the principles of rail resource management</td>
</tr>
<tr>
<td>4.2 Any potential or actual conflicts or grievances with other members of the train crew, train controllers and other relevant personnel during the operation of the motive power unit are recognised and resolved in accordance with workplace procedures and the principles of rail resource management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5 Communicate with train crew, train controllers and other personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Regular communication is maintained with train crew, train controllers, drivers of other trains and other relevant personnel in the course of operation of the motive power unit as per workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td>5.2 Train crew, train controllers, drivers of other trains and other relevant personnel are advised of operational problems, delays, and safety incident and emergency situations that may arise in the course of operation of the motive power unit</td>
</tr>
<tr>
<td>5.3 Information provided by train crew, train controllers, drivers of other trains and other relevant personnel relevant to the ongoing operation of the motive power unit is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6 Follow all applicable rail regulatory requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Rail regulatory requirements applicable to the operation of the motive power unit and the train and track or road concerned are accessed, understood and interpreted</td>
</tr>
</tbody>
</table>
6.2 Relevant rail regulatory requirements are applied and followed in the course of operation of the motive power unit
6.3 Principles of rail resource management are applied in all rail operations involving the motive power unit as per workplace procedures and applicable rail regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Procedures for operating and monitoring the motive power unit
- Motive power unit knowledge including: monitoring devices, braking and drive equipment, ancillary systems, and signalling systems
- Track and road knowledge including: track/bridge limitations, speed limitations, gauge limitations, curves and gradients, curfews, location of signals and crossings, emergency crossovers, and operation of a turntable
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop the motive power unit
- Speed and load limits for the motive power unit
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a motive power unit
- Procedures for operating and monitoring ancillary equipment on the motive power unit
- Procedures for checking the battery and fluid levels and lubricating a diesel motive power unit (where applicable)
- Procedures for checking the battery and fluid levels and lubricating an electric motive power unit (where applicable)
- Procedures for identifying equipment defects and assessing them for appropriate action
- Procedures for minor maintenance, cleaning, lubricating and servicing of a motive power unit
- Typical faults that can occur on a motive power unit and related action that should be taken for repair, isolation, replacement, reporting and recording of the faulty equipment
- Procedures for raising and lowering the pantograph on an electric motive power unit (where applicable)
- Requirements for completing relevant documentation during and after operation and monitoring of a motive power unit
- Train schedules, motive power unit allocation and operational instructions
- Requirements for communicating and working collaboratively with other members of the train crew, train controllers and other relevant personnel
- Procedures to be followed in the event of an emergency when operating a motive power unit
• Personal protective equipment required when operating a motive power unit and procedures for its use
• Local procedures and operating requirements
• Procedures for operating electronic communications equipment with required protocol

**Required skills:**
• Communicate effectively with others when operating and monitoring a motive power unit
• Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a motive power unit
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation and monitoring of a motive power unit
• Operate electronic communication equipment to required protocol
• Work collaboratively with others as part of a train crew
• Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a motive power unit
• Recognise problems that may arise when operating and monitoring a motive power unit and take appropriate action
• Check and replenish fuel and fluids and carry out lubrication processes on a motive power unit
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in motive power units and associated equipment and procedures
• Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
• Operate a motive power unit
• Monitor the performance of a motive power unit

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

Operations may be conducted:
• by day or night in all relevant weather conditions

Motive power units may include:
• diesel MPUs
• electric MPUs
• railcars
Motive power equipment may include:
- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:
- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement
Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (MPU status list, dangerous goods list, consist information, etc.)
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual
Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2707A Stable a motive power unit

Unit Descriptor
This unit involves the skills and knowledge required to stable a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes determining the required stabling location, shunting and securing the train, stabling and securing the motive power unit, carrying out all required post-operational checks and completing post-operational paperwork. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of railway systems.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the stabling and securing of a motive power unit across a variety of operational contexts in the Australian rail system.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Determine stabling location
1.1 Contact is made with train controller and yard staff to determine planned location for stabling the motive power unit
1.2 Directions of train traffic controller and yard staff are interpreted and followed
1.3 Care is taken to keep clear of other roads

2 Stable motive power unit
2.1 Train is shunted and secured in accordance with directions, workplace procedures and rail regulations
2.2 Motive power unit is stabled as directed
2.3 Derailleurs are set in place as per workplace procedures and rail regulations
2.4 Handbrakes are applied
2.5 Power brakes are applied
2.6 Motive power unit is shut down as per manufacturers
instructions and workplace procedures
2.7 Cab is secured as per workplace procedures

3 Carry out post-operational checks
3.1 Fuel and fluid levels are checked and any required action is taken to replenish them
3.2 Inspection is made of motive power unit as per workplace procedures
3.3 Any identified faults and defects are fixed or reported and recorded as per workplace procedures
3.4 Faulty and defective equipment that presents a safety risk is isolated and tagged as per workplace procedures and rail regulations
3.5 Outcomes of post-operational checks are recorded as per workplace procedures

4 Complete post-operational paperwork
4.1 All required safeworking documentation is completed as per workplace procedures and rail regulations
4.2 All equipment is returned and stowed as per workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Motive power unit controls, instruments and indicators and their purpose, location and use
- Procedures for stabling a motive power unit
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a motive power unit
- Speed and load limits compliance requirements
- Procedures for managing hazardous situations when operating and stabling a motive power unit
- Procedures for operating and shutting down auxiliary systems
- Procedure for completing relevant documentation when stabling a motive power unit
- Procedures to be followed in the event of an emergency
- Procedures for minor maintenance, cleaning, lubricating and servicing of motive power unit
- Procedures for identifying equipment defects and assessing for appropriate action
- Motive power unit knowledge may include: monitoring devices; braking and power equipment; ancillary systems; and signalling systems
- Local procedures and operating requirements
- Typical defects that can occur on a motive power unit and related action that should be taken
• Procedures for operating electronic communications equipment with required protocol

**Required skills:**
• Communicate effectively with others when stabling a motive power unit
• Read and interpret instructions, procedures and information relevant to the inspection, preparation, start up and positioning of a motive power unit
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the stabling of a motive power unit
• Operate electronic communications equipment to required protocol
• Work collaboratively with others as part of a train crew
• Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when stabling a motive power unit
• Recognise problems that may arise when stabling a motive power unit and take appropriate action
• Check and replenish fuel and fluids and carry out lubrication requirements on a motive power unit
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in motive power units and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Conduct a visual inspection of a motive power unit
• Document outcomes of an inspection of a motive power unit
• Shut down a motive power unit after service

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

Operations may be conducted: • by day or night in all relevant weather conditions

Motive power units may include all motive power units in service within Australian rail systems and may include:
• diesel locomotives
• electric locomotives
• railcars
• multiple units (including electric multiple units)
Motive power equipment may include:

- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a motive power unit may include:

- lights
- hoses
- couplings
- destination boards (electric urban train services)
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs (in case of electric MPUs)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Post operation checks may include:

- lubrication system
- checking for fluid leaks
- brake testing
- checking of fluid levels
Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- safe working documentation
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2807A Operate and monitor a heritage motive power unit

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a heritage motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of the motive power unit; and monitoring its performance and maintaining its operational condition during a journey. It also includes working collaboratively with other train crew and relevant personnel.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to maintain the safety and operation of a motive power unit across a variety of operational contexts in the Australian heritage rail system.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Operate motive power unit
1.1 Motive power unit handling techniques and track and road knowledge are interpreted and applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load
1.2 Acceleration and braking techniques are applied safely within track and road and weather conditions
1.3 Movement of motive power unit between sections ensures that all rolling stock is positioned safely in accordance with relevant codes of practice, safeworking systems, and related requirements

2 Operate and monitor on-board equipment
2.1 Motive power unit equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies
2.2 Appropriate action is taken in response to identified faults,
defects and deficiencies to ensure safe operation of motive power unit, including communications with operations controller where necessary

2.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel

### 3 Respond effectively to external operating factors

3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, rail regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe

3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant codes of practice, safeworking systems and organisational policies and procedures, to ensure that actions taken are appropriate and safe

3.3 Hazardous situations are recognised and interpreted and appropriate initiatives and action are taken to minimise risk to personnel and equipment as per workplace procedures and applicable regulatory requirements

### 4 Work collaboratively with other train crew and relevant personnel

4.1 Safe operation and monitoring of the motive power unit is maintained in collaboration with other members of the train crew, train controllers and other relevant personnel as per workplace requirements and the principles of rail resource management

4.2 Any potential or actual conflicts or grievances with other members of the train crew, train controllers and other relevant personnel during the operation of the motive power unit are recognised and resolved in accordance with workplace procedures and the principles of rail resource management

### 5 Communicate with train crew, train controllers and other personnel

5.1 Regular communication is maintained with train crew, train controllers, drivers of other trains and other relevant personnel in the course of operation of the motive power unit as per workplace procedures and regulatory requirements

5.2 Train crew, train controllers, drivers of other trains and other relevant personnel are advised of operational problems, delays, safety incident and emergency situations that may arise in the course of operation of the motive power unit

5.3 Information provided by train crew, train controllers, drivers of other trains and other relevant personnel relevant to the ongoing operation of the motive power unit is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements

### 6 Follow all applicable

6.1 Rail regulatory requirements applicable to the operation of the
rail regulatory requirements

motive power unit and the train and track or road concerned are accessed, understood and interpreted

6.2 Relevant rail regulatory requirement are applied and followed in the course of operation of the motive power unit

6.3 Principles of rail resource management are applied in all rail operations involving the motive power unit as per workplace procedures and applicable rail regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations

• Relevant OH&S and environmental procedures and regulations

• Motive power unit controls, instruments and indicators and their purpose, location and use

• Procedures for operating and monitoring the motive power unit

• Motive power unit knowledge including: monitoring devices, braking and drive equipment, ancillary systems, and signalling systems

• Track and road knowledge including: track/bridge limitations, speed limitations, gauge limitations, curves and gradients, curfews, location of signals and crossings, emergency crossovers, and operation of a turntable

• Braking and safety system procedures

• Operating controls to start, accelerate, decelerate and stop the motive power unit

• Speed and load limits for the motive power unit

• Procedures for adjusting controls to maximise efficient and safe running

• Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a motive power unit

• Procedures for operating and monitoring ancillary equipment on the motive power unit

• Procedures for checking the battery and fluid levels and lubricating a diesel motive power unit (where applicable)

• Procedures for checking the battery and fluid levels and lubricating on an electric motive power unit (where applicable)

• Procedures for identifying equipment defects and assessing them for appropriate action

• Procedures for minor maintenance, cleaning, lubricating and servicing of a motive power unit

• Typical faults that can occur on a motive power unit and related action that should be taken for repair, isolation, replacement, reporting and recording of the faulty equipment

• Procedures for raising and lowering the pantograph on an electric motive power unit (where applicable)

• Requirements for completing relevant documentation during and after operation and monitoring of a motive power unit

• Train schedules, motive power unit allocation and operational instructions
- Requirements for communicating and working collaboratively with other members of the train crew, train controllers and other relevant personnel
- Procedures to be followed in the event of an emergency when operating a motive power unit
- Personal protective equipment required when operating a motive power unit and procedures for its use
- Local procedures and operating requirements
- Procedures for operating electronic communications equipment with required protocol

**Required skills:**
- Communicate effectively with others in the course of operating and monitoring a motive power unit
- Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a motive power unit
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation and monitoring of a motive power unit
- Operate electronic communication equipment to required protocol
- Work collaboratively with others as part of a train crew
- Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a motive power unit
- Recognise problems that may arise when operating and monitoring a motive power unit and take appropriate action
- Check and replenish fuel and fluids and carry out lubrication processes on a motive power unit
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in motive power units and associated equipment and procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Operate a motive power unit
- Monitor the performance of a motive power unit

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

Operations may be conducted:
- by day or night in all relevant weather conditions
Heritage motive power units may include all heritage motive power units in service within Australian rail systems and may include:

- diesel MPUs
- electric MPUs
- railcars

Motive power equipment may include:

- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers
Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection
Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (MPU status list, dangerous goods list, consist information, etc.)
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific**

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC2907A  Stable a heritage motive power unit

Unit Descriptor
This unit involves the skills and knowledge required to stable a motive power unit in accordance with relevant workplace practices, rail regulations and codes of practice. It includes determining the required stabling location, shunting and securing the train, stabling and securing the motive power unit, carrying out all required post-operational checks and completing post-operational paperwork. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the stabling and securing of a motive power unit across a variety of operational contexts in the Australian heritage rail system.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Determine stabling location
1.1 Contact is made with train controller and yard staff to determine planned location for stabling the motive power unit
1.2 Directions of train controller and yard staff are interpreted and followed
1.3 Care is taken to keep clear of other roads

2 Stable motive power unit
2.1 Train is shunted and secured in accordance with directions, workplace procedures and rail regulations
2.2 Motive power unit is stabled as directed
2.3 Derailers are set in place as per workplace procedures and rail regulations
2.4 Handbrakes are applied
2.5 Power brakes are applied
2.6 Motive power unit is shut down as per manufacturers
instructions and workplace procedures
2.7 Cab is secured as per workplace procedures

3 Carry out post-operational checks

3.1 Fuel and fluid levels are checked and any required action is taken to replenish them
3.2 Inspection is made of motive power unit as per workplace procedures
3.3 Any identified faults and defects are fixed or reported and recorded as per workplace procedures
3.4 Faulty and defective equipment that presents a safety risk is isolated and tagged as per workplace procedures and rail regulations
3.5 Outcomes of post-operational checks are recorded as per workplace procedures

4 Complete post-operational paperwork

4.1 All required safeworking documentation is completed as per workplace procedures and rail regulations
4.2 All equipment is returned and stowed as per workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
• Relevant OH&S and environmental procedures and regulations
• Motive power unit controls, instruments and indicators and their purpose, location and use
• Procedures for stabling a motive power unit
• Braking and safety system procedures
• Operating controls to start, accelerate, decelerate and stop a motive power unit
• Speed and load limits compliance requirements
• Procedures for managing hazardous situations when operating and stabling a motive power unit
• Procedures for operating and shutting down auxiliary systems
• Procedure for completing relevant documentation when stabling a motive power unit
• Procedures to be followed in the event of an emergency
• Procedures for minor maintenance, cleaning, lubricating and servicing of motive power unit
• Procedures for identifying equipment defects and assessing for appropriate action
• Motive power unit knowledge may include: monitoring devices; braking and power equipment; ancillary systems; and signalling systems
• Local procedures and operating requirements
• Typical defects that can occur on a motive power unit and related action that should be taken
• Procedures for operating electronic communications equipment with required protocol

**Required skills:**
• Communicate effectively with others when stabling a heritage motive power unit
• Read and interpret instructions, procedures and information relevant to the inspection, preparation, start up and positioning of a motive power unit
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the stabling of a motive power unit
• Operate electronic communications equipment to required protocol
• Work collaboratively with others as part of a train crew
• Identify and assess motive power unit defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when stabling a motive power unit
• Recognise problems that may arise when stabling a motive power unit and take appropriate action
• Check and replenish fuel and fluids and carry out lubrication requirements on a motive power unit
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in motive power units and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Conduct a visual inspection of a motive power unit
• Document outcomes of an inspection of a motive power unit
• Shut down a motive power unit after service

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

Operations may be conducted: • by day or night in all relevant weather conditions

Heritage motive power units may include all heritage motive power units in service within Australian rail systems and may include:
• diesel locomotives
• electric locomotives
• railcars
• multiple units (including electric multiple units)
Motive power equipment may include:

- auxiliary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- remote train and signal control systems
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems
- head and marker lights

Inspection of a heritage motive power unit may include:

- lights
- hoses
- couplings
- destination boards (electric urban train services)
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand and fuel (regional diesel train services)
- pantographs (in case of electric MPUs)
- electrical cables
- glass windows and doors
- compressor oil levels
- automatic power cut out sensors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Post operation checks may include:

- lubrication system
- checking for fluid leaks
- brake testing
- checking of fluid levels
Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- electric train service supervisor
- station yard staff
- maintenance and cleaning personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- motive power unit operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- safe working documentation
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing motive power units from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC3007A Operate and monitor a heritage steam locomotive

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a heritage steam locomotive in accordance with relevant workplace practices, rail regulations and codes of practice. It includes operating the controls of a steam locomotive; and monitoring its performance and maintaining its operational condition during a journey. It also includes working collaboratively with other train crew and relevant personnel. This unit replaces part of the previous unit TDTC1401A Prepare, operate, monitor and stable steam locomotive. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to maintain the safety and operation of a steam locomotive across a variety of operational contexts in the Australian heritage rail system.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Operate steam locomotive

1.1 Steam locomotive handling techniques and track and road knowledge are interpreted and applied to eliminate or minimise risk of injury to personnel or damage to equipment, rolling stock and load

1.2 Acceleration and braking techniques are applied safely within track and road and weather conditions

1.3 Movement of steam locomotive between sections ensures that all rolling stock is positioned safely in accordance with relevant codes of practice, safeworking systems, and related requirements

2 Operate and monitor on-board equipment

2.1 Steam locomotive equipment is monitored and operated to maintain optimum running conditions and identify faults,
defects and deficiencies

2.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of steam locomotive, including communications with operations controller where necessary.

2.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel

3 Respond effectively to external operating factors

3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant codes of practice, rail regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe

3.2 Fixed and hand signals and verbal movement commands are interpreted and followed, in accordance with relevant rail regulations and codes of practice and workplace policies and procedures, to ensure that actions taken are appropriate and safe

3.3 Hazardous situations are recognised and interpreted and appropriate initiatives and action are taken to minimise risk to personnel and equipment as per workplace procedures and applicable regulatory requirements

4 Work collaboratively with other train crew and relevant personnel

4.1 Safe operation and monitoring of the steam locomotive is maintained in collaboration with other members of the train crew, train controllers and other relevant personnel as per workplace requirements and the principles of rail resource management

4.2 Any potential or actual conflicts or grievances with other members of the train crew, train controllers and other relevant personnel during the operation of the steam locomotive are recognised and resolved in accordance with workplace procedures and the principles of rail resource management

5 Communicate with train crew, train controllers and other personnel

5.1 Regular communication is maintained with train crew, train controllers, drivers of other trains and other relevant personnel in the course of operation of the steam locomotive as per workplace procedures and regulatory requirements

5.2 Train crew, train controllers, drivers of other trains and other relevant personnel are advised of operational problems, delays, safety incidents and emergency situations that may arise in the course of operation of the heritage steam locomotive

5.3 Information provided by train crew, train controllers, drivers of other trains and other relevant personnel relevant to the ongoing operation of the steam locomotive is interpreted and applied to driving activities as per workplace procedures and
applicable regulatory requirements

6 Follow all applicable rail regulatory requirements

6.1 Rail regulatory requirements applicable to the operation of the steam locomotive and the train and track or road concerned are accessed, understood and interpreted

6.2 Relevant rail regulatory requirement are applied and followed in the course of operation of the steam locomotive

6.3 Principles of rail resource management are applied in all rail operations involving the steam locomotive as per workplace procedures and applicable rail regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Principles of rail resource management as they apply to the operation and monitoring of the performance of a steam locomotive
- Relevant OH&S and environmental procedures and regulations
- Steam locomotive controls, instruments and indicators and their purpose, location and use
- Procedures for operating and monitoring the steam locomotive
- Steam locomotive knowledge including: basic principles of steam engine operation, monitoring devices, braking equipment, ancillary systems, and signalling systems
- Track and road knowledge including: track and bridge limitations, speed limitations, gauge limitations, curves and gradients, curfews, location of signals and crossings, emergency crossovers, and operation of a turntable
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a steam locomotive
- Speed and load limits for the steam locomotive
- Procedures for adjusting controls to maximise efficient and safe running
- Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring the performance of a steam locomotive
- Procedures for operating and monitoring the performance of ancillary equipment on the steam locomotive
- Procedures for identifying equipment defects and assessing them for appropriate action
- Procedures for minor maintenance, cleaning, lubricating and servicing of a steam locomotive
- Typical faults that can occur on a steam locomotive and related action that should be taken for repair, isolation, replacement, reporting and recording of the faulty equipment
- Requirements for completing relevant documentation during and after operation and monitoring of the performance of a steam locomotive
- Train schedules, steam locomotive allocation and operational instructions
• Requirements for communicating and working collaboratively with other members of the train crew, train controllers and other relevant personnel
• Procedures to be followed in the event of an emergency when operating a steam locomotive
• Personal protective equipment required when operating a steam locomotive and procedures for its use
• Local procedures and operating requirements
• Procedures for operating communications equipment with required protocol

**Required skills:**
• Communicate effectively with others in the course of operating and monitoring the performance of a steam locomotive
• Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a steam locomotive
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation and monitoring the performance of a steam locomotive
• Operate electronic communication equipment to required protocol
• Work collaboratively with others as part of a train crew
• Identify and assess steam locomotive defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a steam locomotive
• Recognise problems that may arise when operating and monitoring a steam locomotive and take appropriate action
• Check and replenish fluids and carry out lubrication processes on a steam locomotive
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in steam locomotives and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Operate a steam locomotive
• Monitor the performance of a steam locomotive

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

Operations may be conducted:
• by day or night in all relevant weather conditions

Heritage steam locomotives may include:
• any heritage steam locomotives in service within Australia
Equipment on a steam locomotive may include:

- steam locomotive instrumentation (gauges)
- feed water controls
- boiler controls and safety devices
- braking systems
- driving and other operational controls
- communication systems
- warning equipment
- ancillary systems
- vigilance systems
- traction systems
- head and marker lights

Communications equipment may include:

- portable and fixed two way radio
- mobile phone

Auxiliary equipment may include:

- steam regulator
- cab sprinkler
- gauges
- generator
- sandboxes
- whistle
- steam turbine generator
- all ancillary valves
- hand brake
- injectors
- lubricators
- gauge glasses
- blower
- damper
- cylinder cocks
- mechanical stoker
- oil burning apparatus

Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention
Relevant personnel may include:

- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance personnel
- immediate internal or external customers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection
Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- steam locomotive operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (status list, dangerous goods list, consist information, etc.)
- automatic train protection parameters
- operational instructions, policies and procedures, including: those related to preventing steam locomotives from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- documented details of the train including length and weight
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC307C Drive medium rigid vehicle

Unit Descriptor
This unit involves the skills and knowledge required to drive a medium rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to medium rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial medium rigid vehicle across a variety of driving contexts.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Drive the medium rigid vehicle

1.1 The medium rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use

1.4 Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions

1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.6 The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.7 The medium rigid vehicle is parked, shut down and secured in
accordance with manufacturers specifications, traffic regulations and workplace procedures

1.8 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Performance and efficiency of vehicle operation is monitored during use

3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority

3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Medium rigid vehicle controls, instruments and indicators and their use
- Medium rigid vehicle handling procedures
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Principles of stress management when driving a vehicle
- Map reading and road navigation techniques including the use of a GPS device where applicable
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
• Causes and effects of fatigue on drivers
• Factors which increase fatigue-related accidents
• Fatigue management strategies including on-road techniques
• Lifestyles which promote the effective long-term management of fatigue

Required skills:
• Communicate effectively with others when driving a medium rigid vehicle
• Read and interpret instructions, procedures, information and signs relevant to work activities
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when driving a medium rigid vehicle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a medium rigid vehicle in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when driving a medium rigid vehicle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Monitor and anticipate traffic hazards and take appropriate action
• Carry out pre-operational checks on a medium rigid vehicle
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Type of vehicle includes: all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM
Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory medium rigid vehicle driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
Applicable procedures and codes may include:
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to medium rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or

- in an appropriate range of situations in the workplace
TLIC3107A Stable a heritage steam locomotive

Unit Descriptor
This unit involves the skills and knowledge required to stable a heritage steam locomotive in accordance with relevant workplace practices, rail regulations and codes of practice. It includes determining the required stabling location, shunting and securing the train, stabling and securing the heritage steam locomotive, carrying out all required post-operational checks and completing post-operational paperwork. This unit replaces part of the previous unit TDTC1401A Prepare, operate, monitor and stable heritage steam locomotive. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they apply to the operation of heritage railway systems.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the stabling and securing a steam locomotive across a variety of operational contexts in the Australian heritage rail system.

Competency Field
C – Driving Vehicle

ELEMENT | PERFORMANCE CRITERIA
--- | ---
1 Determine stabling location | 1.1 Contact is made with train controller and yard staff to determine planned location for stabling the steam locomotive
1.2 Directions of train controller and yard staff are interpreted and followed
1.3 Care is taken to keep clear of other roads

2 Stable and shut down steam locomotive | 2.1 Carriages or vehicles are shunted and secured in accordance with directions, workplace procedures and rail regulations
2.2 Steam locomotive is stabled in correct location as directed
2.3 Derailers are set in place as per workplace procedures and rail regulations
2.4 Handbrakes are applied
2.5 Park brakes are secured
2.6 Steam locomotive is stabled as per operator's instructions and
workplace procedures
2.7 Cab is secured as per workplace procedures

3 Carry out post-operational checks
3.1 Fluid and fuel levels are checked and any required action is taken to top up levels
3.2 Visual check is made of steam locomotive as per workplace procedures
3.3 Any identified faults and defects are fixed or reported and recorded as per workplace procedures
3.4 Faulty and defective equipment that presents a safety risk is isolated and tagged as per workplace procedures and rail regulations
3.5 Outcomes of post-operational checks are recorded as per workplace procedures

4 Complete post-operational paperwork
4.1 Timesheet or other work record is completed
4.2 Roster is checked for future work allocation
4.3 Issues and variations are discussed and resolved with roster clerk
4.4 All required safeworking documentation and actions are completed as per workplace procedures and rail regulations
4.5 All equipment is returned and stowed as per workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines and local rail regulations and codes of practice as they relate to heritage railway operations
- Relevant OH&S and environmental procedures and regulations
- Steam locomotive controls, instruments and indicators and their purpose, location and use
- Procedures for operating and stabling a steam locomotive
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop a steam locomotive
- Speed and load limits
- Procedures for managing hazardous situations when operating and stabling a steam locomotive
- Procedures for operating and shutting down ancillary systems
- Procedure for completing relevant documentation when stabling a steam locomotive
- Procedures to be followed in the event of an emergency
- Procedures for minor maintenance, cleaning, lubricating and servicing of steam locomotives
• Procedures for identifying equipment defects, assessing and reporting for appropriate action
• Monitoring devices; braking and power equipment, auxiliary systems, and signalling systems
• Local procedures and operating requirements
• Typical defects that can occur on a steam locomotive and related action that should be taken
• Procedures for operating electronic communications equipment with required protocol

Required skills:
• Communicate effectively with others when stabling a heritage steam locomotive
• Read and interpret instructions, procedures and information relevant to the stabling of a steam locomotive
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the stabling of a steam locomotive
• Operate electronic communications equipment to required protocol
• Work collaboratively with others when stabling a steam locomotive
• Identify and assess steam locomotive defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Satisfactorily manage unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when stabling a steam locomotive
• Recognise problems that may arise when stabling a steam locomotive and take appropriate action
• Check and replenish fluids and fuel and carry out lubrication requirements on a steam locomotive
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in steam locomotives and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Conduct an inspection of a steam locomotive
• Document outcomes of inspection of a steam locomotive
• Stable a steam locomotive after service

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

Operations may be conducted:
• by day or night in all relevant weather conditions

Heritage steam locomotives may include:
• any heritage steam locomotives in service within Australia
Equipment on a steam locomotive may include:

- steam locomotive instrumentation (gauges)
- feed water controls
- boiler controls and safety devices
- braking systems
- driving and other operational controls
- communication systems
- warning equipment
- ancillary systems
- vigilance systems
- traction systems
- head and marker lights

Inspection of a heritage steam locomotive may include:

- lights and power systems
- hoses
- couplings
- head boards
- doors and door locks
- suspension
- brake equipment
- wheels
- seals
- sand and fuel
- boiler and mountings
- cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air or steam)
- visible faults (e.g. oil leaks, tears and cracks)

Communications equipment may include:

- portable and fixed two way radio
- mobile phone
Auxiliary equipment may include:
- steam regulator
- cab sprinkler
- gauges
- generator
- sandboxes
- whistle
- steam turbine generator
- all ancillary valves
- hand brake
- injectors
- lubricators
- gauge glasses
- blower
- damper
- cylinder cocks
- mechanical stoker
- oil burning apparatus

Post operation checks may include:
- lubrication system
- checking for fluid leaks
- brake testing
- checking of fluid and fuel levels

Risk minimisation may require differentiating between faults, defects and deficiencies that:
- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:
- train crew
- train controllers and signallers
- rostering supervisors and staff
- other train drivers and crews
- depot coordinators
- yard masters, supervisors and other operational personnel
- service delivery supervisors
- station yard staff
- maintenance personnel
- immediate internal or external customers
Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or
- isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and personal protective equipment may include:

- gloves
- sunscreen and sunglasses
- safety glasses
- insect repellent
- safety headwear and footwear
- two-way radios
- hand lamps
- flags
- safety devices
- audible indicators
- breathing equipment
- fire extinguishers
- high visibility clothing
- hearing protection

Positioning of heritage motive power unit may involve:

- operation of manual points
- operation of turntable
- coupling/uncoupling to other rolling stock
Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- steam locomotive operational records and user log books
- maintenance notices, records and requests
- preparation sheets certificates and service dockets
- train running sheets
- time sheets
- roadworthy certificate
- train wire (status list, dangerous goods list, consist information, etc.)
- operational instructions, policies and procedures, including: those related to preventing steam locomotives from moving; track speed, length and load limitations; monitoring and complying with signals; and procedures for operating in accordance with specific track conditions
- emergency procedures manual

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
- access to an appropriate range of relevant
  operational situations in the workplace
- In both real and simulated environments, access is
  required to:
  - relevant and appropriate materials and/or
    equipment, and/or
  - applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a
  registered training organisation
- As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
    the registered training organisation, and/or
  - in an appropriate range of situations in the
    workplace
TLIC3207A  Operate and monitor a passenger electric tram

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a passenger electric tram in accordance with relevant workplace practices, tramway regulations and codes of practice. This includes planning and preparing the tram for passenger service, operating the tram, operating the revenue collection system (where applicable), monitoring the tram's performance during service, and communicating effectively with other personnel. This unit replaces the unit TDTC2201A Operate a passenger tram. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to operate and monitor a passenger electric tram across a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Plan and identify a passenger electric tram for operations

1.1 Driving requirement is identified and confirmed from roster, shift-card or other authorised documentation

1.2 Sign-on/log-on procedures at the depot are completed and the tram to be driven is correctly identified and located

1.3 Resources are identified and obtained, including documentation

1.4 Procedures for reporting incidents and the cancellation and non-operation of services are identified and followed

2 Operate a passenger electric tram

2.1 Tram is operated within specifications and organisational requirements to meet required schedules, routes, timetables and special services

2.2 On-board equipment is confirmed as being serviceable, and is operated in accordance with specifications and organisation's requirements
2.3 Warning devices and gauges are monitored and responded to in accordance with organisation's requirements
2.4 Operational restrictions established by the organisation and relevant legislation are observed
2.5 Tram is stopped in designated and approved locations and within limitations, to permit safe embarkation and alighting of all kinds of passengers
2.6 Destination signs are adjusted in accordance with work schedules
2.7 Wheelchair equipment where provided is operated when required in accordance with workplace procedures

### 3 Respond effectively to external operating factors

3.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe
3.2 Fixed traffic and hand signals and verbal movement commands are interpreted and followed, in accordance with regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe
3.3 Hazardous situations are recognised and appropriate action is taken to minimise risk to personnel and equipment
3.4 Defensive driving practices are employed at all times

### 4 Operate revenue collection systems (where applicable)

4.1 Start-up check is completed in accordance with workplace procedures
4.2 Ticketing system is activated, operated and updated in accordance with workplace procedures
4.3 Ticketing system defects are reported in accordance with workplace procedures
4.4 Ticketing system is closed down, in accordance with authorised organisation procedures

### 5 Operate and monitor on-board equipment

5.1 Electric tram equipment is monitored and operated to maintain optimum running conditions and identify faults, defects and deficiencies
5.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of tram, including communications with operations controller where necessary
5.3 Faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel
5.4 Defects are reported and/or recorded
### 6 Work collaboratively with other personnel (where applicable)

6.1 Safe operation and monitoring of the tram is maintained in collaboration with other members of the tram crew, tram controllers and other relevant personnel as per workplace requirements.

6.2 Any potential or actual conflicts or grievances with other members of the tram crew, tram controllers and other relevant personnel during the operation of the tram are recognised and resolved in accordance with workplace procedures.

### 7 Communicate with tram crew and other personnel

7.1 Regular communication is maintained with tram crew, drivers of other passenger electric trams and other relevant personnel in the course of operation of the tram as per workplace procedures and regulatory requirements.

7.2 Tram crew, tram controllers, drivers of other passenger electric trams and other relevant personnel are advised of operational problems, delays, safety incidents and emergency situations that may arise in the course of operation of the tram.

7.3 Information provided by tram crew, drivers of other passenger electric trams and other relevant personnel relevant to the ongoing operation of the passenger electric tram is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements.

### 8 Follow all applicable tramway regulatory requirements

8.1 Tramway regulatory requirements applicable to the operation of the tram and the track or road concerned are accessed, understood and interpreted.

8.2 Relevant tramway regulatory requirements are applied and followed in the course of operation of the passenger electric tram.

### REQUIRED KNOWLEDGE AND SKILLS

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

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.
- Relevant road rules of the relevant state/territory roads and traffic authority, where applicable.
- Relevant state/territory roads and traffic authority and tramway operating procedures.
- Relevant OH&S and environmental procedures and regulations.
- Relevant driver identification procedures, licences and authorities required to drive an electric tram.
- Passenger electric tram controls, instruments and indicators and their purpose, location and use including controls to start, accelerate, decelerate and stop the tram.
- Passenger electric tram operating characteristics, capabilities and limitations.
- Procedures for operating and monitoring the passenger electric tram.
• Procedures for adjusting controls to maximise efficient and safe running
• Speed and load limits for the tram
• Operational instructions
• Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a passenger electric tram
• Procedures for operating and monitoring ancillary equipment on the tram
• Functions of sand as used on an electric tram and the procedures for checking and refilling sand levels and carrying out sand system testing processes on a passenger electric tram
• Passenger electric tram knowledge may include monitoring devices, braking and drive equipment, ancillary systems and signalling systems
• Track, road and route knowledge including: track limitations, speed limitations, curves and gradients and location of any signals, indicators and points
• Procedures for identifying equipment defects and assessing for appropriate action
• Typical defects that can occur on a passenger electric tram and related action that should be taken
• Principles of defensive driving
• Procedures to be followed in the event of an emergency when operating a passenger electric tram
• Procedures for operating any electronic communications equipment with required protocol
• Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term management of fatigue

Required skills:
• Communicate effectively with others when operating and monitoring a passenger electric tram
• Operate any electronic communication equipment to required protocol
• Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a passenger electric tram
• Interpret and follow instructions and prioritise work
• Complete documentation related to the operation and monitoring of a passenger electric tram
• Work collaboratively with others when operating and monitoring a passenger electric tram
• Identify and assess tram defects and deficiencies and take appropriate action to report any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a passenger electric tram
• Recognise problems that may arise when operating and monitoring a passenger electric tram and take appropriate action
• Check and refill sand boxes where provided and carry out sand system testing processes on a passenger electric tram
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in trams and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Operate a passenger electric tram and monitor its performance to facilitate optimum safe operation
• Apply track and road knowledge when driving a passenger electric tram
• Monitor journey schedule
• Apply fatigue management knowledge and techniques

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

Operations may be conducted:
• by day or night in all relevant weather conditions

Passenger electric trams include all passenger electric trams in service within Australian transport systems and may include:

Passenger electric tram equipment may include:
• ancillary systems
• automatic control systems
• braking systems
• drive systems
• instrumentation
• manual controls
• communication systems
• warning equipment
• power source
• vigilance systems
• traction systems

Action taken upon the identification of faults, defects or deficiencies may include:
• reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement
Relevant personnel may include:

• tram crew
• tram controllers
• rostering supervisors and staff
• other tram drivers and crews
• depot coordinators
• supervisors and other operational personnel
• maintenance personnel
• immediate internal or external customers
• internal and external suppliers

Risk minimisation may require differentiating between faults, defects and deficiencies that:

• do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
• present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
• present an immediate hazard and require immediate attention

Depending on the organisation concerned workplace procedures may be called:

• standard operating procedures
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information and documents may include:

• relevant National and state or territory transport regulations and codes of practice
• notices in drivers' notice board/box
• reference cards
• tram driver roster sheet and/or table card
• operational instructions, policies and procedures:
• emergency procedures manual
• conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
TLIC3307A  Drive an electric tram to operational requirements

Unit Descriptor
This unit involves the skills and knowledge required to drive an electric tram to operational requirements in accordance with relevant regulations and workplace practices. It includes operating the tram efficiently and effectively; driving the tram; completing the journey; and responding effectively to external factors and emergencies. This unit replaces part of the previous unit TDTC2101A Drive tram Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to drive an electric tram as part of workplace activities across a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Operate tram efficiently and effectively
1.1 Electric tram is operated in accordance with the relevant codes of practice, workplace procedures and instructions
1.2 Electric tram is operated safely in accordance with traffic regulations
1.3 Electric tram is operated with due care of the vehicle
1.4 Movements are within limits of vehicle and road dimensions and in line with specifications
1.5 Movements are smooth and controlled
1.6 Performance of the electric tram is monitored to maintain optimum running condition and identify faults, defects and efficiencies in accordance with organisation's requirements

2 Drive tram
2.1 Traffic flows are anticipated and appropriate defensive action is taken to maintain the efficiency of tram operation
2.2 Electric tram is constantly monitored for any malfunctions or
factors which may affect tram performance

3  Complete tram journey

3.1 Tram documentation is received, interpreted and followed
3.2 Electric tram is operated and manoeuvred in accordance with tram documentation and procedures
3.3 Events and circumstances affecting planned running schedule are communicated to relevant personnel en route
3.4 Tram control and other instructions are received, interpreted and applied to ensure safe and effective control of the tram
3.5 Communications are maintained with tram controllers during the tram journey in accordance with the relevant organisational requirements
3.6 Instructions concerning tram operation are given to relevant personnel to ensure safe and efficient running

4  Respond effectively to external operating factors

4.1 Instructions are verified, when required, interpreted and followed, in accordance with relevant regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe
4.2 Fixed traffic and hand signals and verbal movement commands are interpreted and followed, in accordance with regulatory requirements and organisational policies and procedures, to ensure that actions taken are appropriate and safe
4.3 Hazardous situations are recognised and appropriate action is taken to minimise risk to personnel and equipment

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Where relevant, road rules of the relevant state/territory roads and traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant driver identification procedures, licences and authorities required to drive an electric tram
- Electric tram controls, instruments and indicators and their purpose, location and use including controls to start, accelerate, decelerate and stop the tram
- Electric tram operating characteristics, capabilities and limitations
- Procedures for operating and monitoring the electric tram
- Procedures for adjusting controls to maximise efficient and safe running
- Braking and safety system procedures
• Speed limits for the tram
• Operational instructions
• Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring an electric tram
• Functions of sand as used on an electric tram and the procedures for checking and refilling sand levels and carrying out sand system testing processes on an electric tram
• Electric tram knowledge may include monitoring devices, braking and drive equipment, ancillary systems and signalling systems
• Track, road and route knowledge may include: tram routes, tramway limitations, speed limitations, curves and gradients and location of any signals, indicators and points
• Procedures for identifying equipment defects and assessing for appropriate action
• Typical defects that can occur on an electric tram and related action that should be taken
• Principles of defensive driving
• Procedures to be followed in the event of an emergency when operating an electric tram
• Procedures for operating any electronic communications equipment with required protocol
• Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long term-management of fatigue

**Required skills:**
• Communicate effectively with others when driving an electric tram to operational requirements
• Operate any electronic communication equipment to required protocol
• Read and interpret instructions, procedures, information and signs relevant to driving an electric tram
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the driving of an electric tram to operational requirements
• Work collaboratively with others as when operating and monitoring an electric tram
• Identify and assess tram defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Drive defensively, apply precautions and required action to minimise, control or eliminate hazards that may exist when driving an electric tram to operational requirements
• Recognise problems that may arise when driving an electric tram and take appropriate action
• Check and refill sand boxes where provided and carrying out sand system testing processes on a tram
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in trams, associated trams and ancillary equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Operate an electric tram and monitor its performance to facilitate optimum safe operation
- Apply track and road knowledge when driving an electric tram
- Monitor journey schedule
- Apply fatigue management knowledge and techniques

**RANGE STATEMENT**

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

Operations may be conducted: 
- by day or night in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:
- hand-operated or foot pedal control systems or both

Electric tram equipment may include:
- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Action taken upon the identification of faults, defects or deficiencies may include:
- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Relevant personnel may include:
- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers
- internal and external suppliers
Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- relevant national and state or territory transport regulations and codes of practice
- notices in drivers' notice board/box
- reference cards
- tram driver roster sheet and/or table card
- operational instructions, policies and procedures:
  - emergency procedures manual
  - conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC3407A | Berth and shut down an electric tram

Unit Descriptor
This unit involves the skills and knowledge required to berth and shut down an electric tram including determining the required berthing location; berthing, shutting down and securing the tram; carrying out all required post-operational activities; and completing post-operational paperwork. This unit replaces part of the previous unit TDTC2101A Drive tram. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to berth and shut down an electric tram as part of workplace activities across a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT | PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine berthing location
1.1 Contact is made with tram controller and depot staff, or information is obtained from an information board, to determine planned location for berthing the tram
1.2 Directions of tram controller and depot staff are interpreted and followed

2 Berth and shut down an electric tram
2.1 Electric tram is berthed in accordance with organisation's and site requirements
2.2 Shut-down procedures are carried out in accordance with specifications and organisation's requirements

3 Carry out post-operational checks
3.1 Visual and other checks are made of tram as per workplace procedures
3.2 Any identified faults and defects are fixed or reported and recorded as per workplace procedures
3.3 Faulty and defective equipment that presents a safety risk is reported as per workplace procedures and relevant regulations
3.4 Outcomes of post-operational checks are recorded as per workplace procedures

4 Secure an electric tram
   4.1 Brakes are applied as per workplace procedures
   4.2 Electric tram is secured in accordance with depot requirements

5 Complete post-operational paperwork
   5.1 Timesheet or other work record is completed
   5.2 Roster is checked for future work allocation
   5.3 Issues and variations are discussed and resolved with roster clerk
   5.4 All required documentation is completed as per workplace procedures
   5.5 All equipment is returned and stowed as per workplace requirements
   5.6 Records of the electric tram are completed in accordance with workplace procedures and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental procedures and regulations
- Electric tram controls, instruments and indicators and their purpose, location and use
- Monitoring devices; braking and power equipment; safety systems, ancillary systems; and signalling systems
- Procedures for operating, berthing and shutting down an electric tram
- Braking and safety system procedures
- Operating controls to start, accelerate, decelerate and stop an electric tram
- Speed and load limits compliance requirements
- Procedures for managing hazardous situations when berthing and shutting down an electric tram
- Procedures for operating and shutting down ancillary systems
- Procedure for completing relevant documentation when berthing and shutting down an electric tram
- Procedures to be followed in the event of an emergency
- Procedures for any other work necessary to berth and shut down a tram
- Procedures for identifying equipment defects and assessing for appropriate action
- Typical defects that can occur on an electric tram and related action that should be taken
- Procedures for operating any electronic communications equipment with required protocol
• Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long-term management of fatigue

**Required skills:**

• Communicate effectively with others when berthing and shutting down an electric tram
• Read and interpret instructions, procedures and information relevant to the berthing and shutting down of an electric tram
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the berthing and shutting down of an electric tram
• Operate electronic communications equipment to required protocol
• Work collaboratively with others when berthing and shutting down an electric tram
• Identify and assess tram defects and deficiencies and take appropriate action to report, isolate, repair or replace any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when berthing and shutting down an electric tram
• Recognise problems that may arise when berthing and shutting down an electric tram and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in trams and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Conduct a visual inspection of an electric tram
• Document outcomes of visual inspection of an electric tram
• Shut down an electric tram after service
• Apply fatigue management knowledge and techniques

**RANGE STATEMENT**

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

Operations may be conducted:

- by day or night in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:

- hand-operated or foot pedal control systems or both
Electric tram equipment may include:

- ancillary systems
- automatic control systems
- braking systems
- drive systems
- instrumentation
- manual controls
- communication systems
- warning equipment
- power source
- vigilance systems
- traction systems

Visual inspection of an electric tram may include:

- lights
- hoses
- couplings
- destination indicators or signs
- doors and door locks
- springs
- brake equipment
- wheels
- seals
- sand
- pantographs or trolley poles
- electrical cables
- glass windows and doors
- audible faults (e.g. hiss of escaping air)
- visible faults (e.g. oil leaks, tears and cracks)

Post operation checks may include:

- sand levels
- brake testing
- internal and external lights
- air systems
- interlocks and door controls
Risk minimisation may require differentiating between faults, defects and deficiencies that:

- do not present a hazard and could be attended to under running maintenance or in a normal maintenance schedule
- present a potential hazard and need to be attended to under running maintenance or at the next most practical opportunity
- present an immediate hazard and require immediate attention

Relevant personnel may include:

- tram crew
- tram controllers
- rostering supervisors and staff
- other tram drivers and crews
- depot coordinators
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers
- internal and external suppliers

Action taken upon the identification of faults, defects or deficiencies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- relevant national and state or territory transport regulations and codes of practice
- notices in drivers' notice board/box
- reference cards
- tram driver roster sheet and/or table card
- operational instructions, policies and procedures:
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
Manage the operation of a tow truck

Unit Descriptor
This unit involves the skills and knowledge required to manage tow truck operations including carrying out pre-operational checks on a tow truck; driving a tow truck carrying/towing a load; operating ancillary equipment; and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislation and relevant regulations covering the operation of the tow truck and related equipment, including tow truck regulations, road rules, load restraint regulations, OH&S regulations and environmental protection requirements.

Work is performed with minimum supervision. It involves the application of application of driving principles and procedures for safe tow truck operations.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Carry out pre-operational checks on the tow truck
1.1 The pre-operational checks for the tow truck are carried out as per government regulations, manufacturers requirements, and workplace policies and procedures
1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures
1.3 Checks are made to ensure that the vehicle or load being towed or carried is secured as per tow truck operational practice and regulatory requirements

2 Drive a tow truck carrying or towing a vehicle or other load
2.1 The tow truck is manoeuvred in accordance with the established towing practice, regulations/permit requirements for the class of vehicle involved and the vehicle being towed or the load being carried
2.2 Appropriate defensive driving techniques are applied for the prevailing road, traffic and weather conditions
2.3 The tow truck is driven along appropriate routes in accordance with the relevant codes, relevant government regulations and workplace policies
2.4 The vehicle or load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant
2.5 Signs or indicators are fixed to the vehicle if required
2.6 In the event of a driving emergency, appropriate procedures are followed taking into account the vehicle being towed or the load being carried
2.7 Symptoms of fatigue are recognised and appropriate fatigue management strategies are applied during towing operations

3 Operate ancillary equipment on the tow truck
3.1 A visual check of the internal and external condition of the ancillary equipment on the tow truck is carried out in accordance with workplace procedures
3.2 Towing equipment is tested to ensure it functions correctly to manufacturers specifications
3.3 Towing equipment is operated in accordance with manufacturers specifications and regulatory requirements
3.4 Attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice, regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment

4 Complete documentation
4.1 Records of tow truck operations and related maintenance of the tow truck and ancillary equipment are kept in accordance with workplace procedures
4.2 All forms and official record requirements related to towing operations are completed in accordance with regulatory requirements and company procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant towing permit and licence requirements of the state/territory road traffic authority concerned
- Relevant road rules and related regulations of the state/territory road traffic authority concerned
- Relevant OH&S and environmental procedures and regulations
- Tow truck controls, instruments and indicators and their use
- Tow truck handling procedures both with and without a tow or load
- Driving hazards and related defensive driving techniques
- Workplace driving and operational instructions
- Procedures to be followed in the event of an emergency when operating a tow truck including the use of portable fire extinguishers
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on a tow truck and its towing equipment and related action that should be taken
- Differences between transmission types on various types of tow trucks and the implications for driving techniques
- Map reading and road navigation techniques relevant for the area of tow truck operations
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a tow truck
- Factors which increase fatigue-related accidents
- Causes and effects of fatigue on drivers
- Strategies and techniques to manage on-road fatigue
- Lifestyles which promote the effective long-term management of fatigue
- Records and documentation requirements for tow truck operations and procedures for their completion

**Required skills:**
- Communicate effectively with others when carrying out tow truck operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, regulations, signs, charts, maps, and labels relevant to tow truck operations and apply them to towing activities
- Complete documentation required when carrying out tow truck operations
- Work safely and collaboratively with others when carrying out tow truck operations
- Modify activities and take appropriate initiatives depending on differing towing contexts, risk situations and environments
- Recognise symptoms of fatigue that may occur during tow truck operations and take appropriate action
- Recognise problems that may occur in the course of tow truck operations and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when carrying out tow truck operations
- Adapt to changes in equipment and standard operating procedures required for tow truck operations
- Plan own work including predicting consequences and identifying improvements
- Participate in identifying and meeting own learning needs
- Provide information on towing services and their features
- Correctly use required personal protective equipment required for tow truck operations including the operation of portable fire extinguishers
- Identify, select and use equipment, processes and procedures relevant to required tow truck operations
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of towing situations
- by day or night
- in a range of weather conditions

Required towing vehicle may include:
- tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity)
- tow truck with crane and cradle
- towing vehicle with a detachable self loading table top
- articulated drop-deck low loader
- trailer

Customers may be:
- vehicle owners
- operators of expressways, freeways, tollways or tunnels
- police and other emergency services personnel
- local government authorities
- car park operators
- road traffic authorities
- owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.

Towing situations may include:
- vehicle accidents
- vehicle breakdowns
- expressway breakdowns and accidents
- tunnel breakdowns and accidents
- stolen cars
- vehicles illegally parked on clearways
- vehicles illegally parked in car parks
- abandoned vehicles
- carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.

Purpose of equipment checking and inspection is to ensure:
- it is free from damage and faults that may prejudice safety or limit operational capability
- any identified faults or problems are rectified and/or reported as per company procedures prior to towing operations
Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
- repair or replacement of faulty towing equipment

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in tow truck
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on tow truck
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Potential hazards that may occur in various towing situations may include:

- vehicular traffic at the scene
- live electrical wires
- contaminated blood at scene
- weather conditions
- oil on vehicle trays (slippery surfaces)
- unsafe or damaged equipment
- unsafe procedures in the use of towing equipment
- fire at the scene
- spilt or leaking fuel or dangerous or hazardous goods or substances
- unsafe manual lifting procedures
- sharps that may be contaminated with transmissible diseases

Hazard control strategies may include:

- reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement

Depending on the organisation concerned workplace procedures may be called:

- use of flashing lights on vehicles
- deployment of safety equipment such as warning signs or witch's hats
- strategic positioning of towing vehicle
- use of appropriate personal protective equipment and clothing
- use of safe procedures in the use of towing equipment
- checking equipment and isolating, rectifying or reporting any defective equipment
- following correct safety procedures in the event of live fallen electrical wires at an accident scene
- following correct procedures in the event of spilt or leaking fuel or dangerous or hazardous goods or substances as per the Australian Dangerous Goods Code
- using correct portable firefighting equipment to control a fire at the scene
- use of personal protective equipment
- use of reflective raincoats and vests
- correct manual lifting strategies
- cleaning of vehicles (including removal of oil from vehicle trays)
Depending on the organisation concerned, operating procedures may be called:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing (raincoats and vests)
- portable fire extinguishers

Communication at towing sites and in the work area may include:

- mobile phone
- fax
- email
- internet
- RF communications
- oral, aural or signed communications

Information and documents may include:

- state/territory tow truck driver licence certification requirements
- state/territory road rules
- workplace driving instructions and procedures for drivers of tow trucks
- tow truck manufacturers instructions, specifications and recommended operating procedures, including preoperational checks of the tow truck and its equipment
- standard procedures and policies for the operating a tow truck
- manufacturers specifications for towing vehicle, equipment and tools
- workplace and client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- quality assurance standards
- emergency procedures
Applicable legislation, regulations and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the tow truck operations
- relevant state/territory load restraint regulations
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the
workplace
<table>
<thead>
<tr>
<th>TLIC3607B</th>
<th>Apply safe car driving behaviours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit Descriptor</strong></td>
<td>This unit involves the high-level safe driving skills and knowledge required by car drivers to enable them to apply safe driving behaviours. This includes higher order skills, such as hazard perception, risk control and safe driving judgement, decision making and multi-tasking. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</td>
</tr>
<tr>
<td><strong>Employability Skills</strong></td>
<td>This unit contains employability skills.</td>
</tr>
<tr>
<td><strong>Application of the Unit</strong></td>
<td>This unit is required by car driving instructors and covers higher order car driving skills and knowledge that build upon basic driver licence requirements. Safe car driving behaviours must be able to be applied without supervision. This involves the application of higher order car driving skills, such as hazard perception, judgement, decision making, multi-tasking, risk control and safe driving attitudes across a range of vehicles and driving situations. Definition of a vehicle (car class C) in this context is 'vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including driver'.</td>
</tr>
<tr>
<td><strong>Competency Field</strong></td>
<td>C – Driving Vehicle</td>
</tr>
</tbody>
</table>

### ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>1 Define and apply safe car behaviours</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Requirements for safe car driving are acknowledged, interpreted and applied</td>
<td></td>
</tr>
<tr>
<td>1.2 Importance of attitude in abiding by the road rules in relation to level of risk faced by a driver is understood and taken into account in car driving activities</td>
<td></td>
</tr>
<tr>
<td>1.3 Importance of cooperation with other road users in order to drive safely is understood and taken into account in car driving activities</td>
<td></td>
</tr>
<tr>
<td>1.4 Motivation to drive safely is interpreted and described, including values, emotions and personal needs</td>
<td></td>
</tr>
<tr>
<td>1.5 Principles of proactive driving, also known as low-risk driving, that keep the driver at a low-level risk are interpreted and applied</td>
<td></td>
</tr>
<tr>
<td>1.6 Specific factors that constitute an actual risk of a collision are understood and applied, including options for avoiding a collision; crash avoidance space; variables affecting minimum space; effects of observation, perception and response time; and consequences related to crash avoidance spaces</td>
<td></td>
</tr>
</tbody>
</table>
## Interpret and apply low-risk driving strategies

2.1 Risk factors contributing to the formation of opinions and beliefs about low-risk driving are understood and applied

2.2 Road safety information that reflects the changing road environment is clarified and taken into account in car driving activities

2.3 Human psychological and physiological aspects that can influence low-risk driving are acknowledged and taken into account in car driving activities

2.4 Low-risk driving strategies are understood, interpreted and applied consistently

## Interpret and apply road rules applicable to safe car driving

3.1 Relevant rules and regulations are identified, interpreted correctly and consistently applied

3.2 Road signs, signals and markings are identified and taken into account in car driving activities

3.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow is understood and taken into account in car driving activities

## Manage collision when driving a car

4.1 Common contributing collision factors, including age, experience, speed, drugs, alcohol, road conditions, fatigue and time of day are recognised, and appropriate actions are managed

4.2 External factors that could lead to collisions, including speed, space, vision, road conditions, vehicle condition and environmental conditions are understood and managed

4.3 Internal factors that could lead to collisions, including emotional factors, driver's own behaviours and driver's operation at high levels of risk are acknowledged and managed

4.4 Consequences of collisions in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society are understood and managed

4.5 Functions of vehicle controls and how to recover control of the vehicle are understood and demonstrated

4.6 Corrective actions to be taken after a collision are understood and applied if required

## Demonstrate and maintain a high level of competence in car control skills

5.1 Appropriate action is taken to respond to various types of adverse conditions

5.2 Principles of braking are applied at a high level of competence

5.3 Principles of steering are applied at a high level of competence

5.4 Slow speed manoeuvres are carried out at a high level of competence
5.5 Vehicle is guided and controlled at a high level of competence

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian road law enforcement methodology
- Common external risk factors in collisions or crashes, such as speed, space, vision, road conditions, vehicle conditions and environmental conditions
- Common internal risk factors in collisions or crashes, such as age, experience, speed, drugs, alcohol, fatigue, time of driving (day or night), attitude, motivation, and beliefs or values
- Consequences of collisions or crashes in relation to physical, financial and psychological costs to individuals and to society
- Critical factors underpinning high-level driving competence
- Low-risk driving principles
- Driving hazards and related low-risk driving techniques
- Established and reviewed laws and penalties in relation to demerit point offences, such as driving while disqualified or under the influence of drugs and alcohol
- Importance of attitude in abiding by the road rules
- Importance of cooperation with other road users
- Importance of space and speed management to avoid a collision
- Importance of vision to avoid collision
- Processes for identifying and responding to hazards
- Purpose and benefits of road rules enforcement for safe car driving
- Rationale for ongoing development of traffic regulations to meet changing traffic conditions
- Risk management and low-risk driving
- Road safety issues, including fatigue management and effects of drugs, alcohol and medication on driving performance
- Road signs, signals and markings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
- Rules of braking
- Rules of observation
- Rules of steering
- Safe, proactive and responsible car driving behaviours
- Types of adverse driving conditions commonly encountered during driving activities

Required skills:
- Adapt appropriately to differences in vehicles, including their controls and safety devices, and the driving environment
- Apply basic and high-level road skills when driving a car

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
• Apply fatigue, attitude, motivation, concentration and anger management knowledge and techniques
• Apply observation skills in the course of vehicle operations
• Apply precautions and act to minimise, control or eliminate hazards that may exist while driving a vehicle
• Apply road positioning skills
• Apply safe car driving strategies
• Apply traffic management skills
• Carry out pre-operational checks and related action on vehicles
• Communicate effectively with others when applying safe car driving behaviours
• Deal effectively with adverse conditions while driving a vehicle
• Evaluate risk and behave accordingly
• Guide and control vehicles
• Implement contingency plans for unexpected events that may occur while driving a vehicle
• Interpret and follow operational instructions when applying safe car driving behaviours
• Manage speed and space while driving a vehicle
• Manoeuvre a vehicle at slow speed
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor and anticipate traffic hazards and take appropriate action
• Monitor performance of vehicle and take appropriate action where required
• Monitor traffic and road conditions and react appropriately
• Negotiate complex traffic and road conditions and make appropriate decisions
• Promptly report and/or rectify identified problems, faults or malfunctions that may arise when applying safe car driving behaviours
• Read and interpret instructions, road rules, procedures, jurisdictional requirements, information and signs relevant to safe car driving behaviours
• Work collaboratively with other road users when driving a vehicle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:
- road transport law, for example:
  - legislation and related regulations applicable to driving and using motor vehicles in relevant state or territory
  - motor vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory

Characteristics of car driving instructors may include information in relation to:
- gender
- age (within regulatory guidelines)
- driving experience
- fluency in English
- educational background and general knowledge
- diverse social and economic backgrounds and attitudes
- effects of prior and current learning
- individual learning styles

High level of driving competence is defined as:
- ability to consistently carry out car driving tasks across a wide range of simple and complex situations and conditions, including different types of vehicles, weather conditions, road conditions and diverse potential hazards. This also includes the management of attitude, motivation, fatigue, anger and concentration

Road positioning skills are:
- those required to maintain a safe legal position on the road when driving a vehicle. This includes observation, speed management, decision making, hazard perception and response to hazards, buffering from other vehicles, maintaining space when making turns at intersections, maintaining space from other vehicles when stopped, or reducing speed and maintaining space requirements during manoeuvres, such as kerb-side stopping, hill starts, u-turns, three-point turns and reverse parking
Communication may include:
- oral and aural
- written communication
- reading and interpreting maps, street directories and GPS navigation devices
- using own vehicle horn, indicators, brake lights and road positioning
- recognising and responding to signals from other vehicles
- recognising and responding to road signs, traffic signals and other authorised signalling systems
- non-verbal communication with other drivers and motorcycle riders e.g. gestures and nods

Factors that affect learning progress may include:
- effects of previous and current learning
- decision making skills in a range of driving situations
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)
- learner characteristics and attitudes
- resources, e.g. time, location, space, people and costs
- vehicle type

Resources may include:
- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:
- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training
Driving may be undertaken in/at:
- a range of vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- time of day

Learning activities may include:
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- self-paced learning
- assessment with feedback
- combinations of the above

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures
- emergency procedures

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements while driving a vehicle
  - identification of risk factors which might impact on driving behaviours and implementing appropriate low-risk driving response measures
  - selection and use of vehicle controls and safety devices to enable safe car driving

Context of assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment tasks
- access to an appropriate range of driving environments and situations

In both real and simulated environments, access is required to:
- relevant and appropriate resources and/or vehicles
- applicable documentation, including driving procedures, legislation, regulations and safe driving policies

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed

Access to assessment support must be provided when required.

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests, including how to:
  - explain
  - describe
  - interpret
  - convey understanding
- Practical assessment should occur:
  - in an appropriate range of situations in a variety of driving environments
  - in adverse driving conditions
- In all cases where practical assessment is used, it will be combined with targeted questioning to assess the underpinning knowledge
- Assessment method may include consideration of third-party reports and authenticated prior achievements, which include on-road assessment by a qualified person
TLIC3708A Apply safe heavy vehicle driving behaviours

Unit Descriptor
This unit involves the high-level safe driving skills and knowledge required by heavy vehicle drivers to enable them to apply safe driving behaviours. This includes higher order skills, such as hazard perception, risk control and safe driving judgment, decision making and multi-tasking. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit is required by heavy vehicle driving instructors and covers higher order heavy vehicle driving skills and knowledge that build upon basic driver licence requirements.

Safe heavy vehicle driving behaviours must be able to be applied without supervision. This involves the application of higher order heavy vehicle driving skills, such as hazard perception, judgement, decision making, multi-tasking, risk control and safe driving attitudes across a range of vehicles and driving situations.

Definition of a heavy vehicle (class LR, MR, HR, HC, and MC) in this context is a 'vehicle greater than 4.5 tonnes GVM and also includes a vehicle seating more than 12 adults, including the driver'.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Define and apply safe heavy vehicle driving behaviours

1.1 Requirements for safe heavy vehicle driving are acknowledged, interpreted and applied

1.2 Importance of attitude in abiding by the road rules in relation to level of risk faced by a driver is understood and taken into account in heavy vehicle driving activities

1.3 Importance of cooperation with other road users in order to drive safely is understood and taken into account in heavy vehicle driving activities

1.4 Motivation to drive safely is interpreted and described, including values, emotions and personal needs

1.5 Principles of proactive driving, also known as low-risk driving, that keep the driver at a low-level risk are interpreted and applied

1.6 Specific factors that constitute an actual risk of a collision are understood and applied, including options for avoiding a collision; crash avoidance space; variables affecting minimum space; effects of observation, perception and response time;
2 Interpret and apply low-risk driving strategies

2.1 Risk factors contributing to the formation of opinions and beliefs about low-risk driving are understood and applied

2.2 Road safety information that reflects the changing road environment is clarified and taken into account in heavy vehicle driving activities

2.3 Human psychological and physiological aspects that can influence low-risk driving are acknowledged and taken into account in heavy vehicle driving activities

2.4 Low-risk driving strategies are understood, interpreted and applied consistently

3 Interpret and apply road rules applicable to safe heavy vehicle driving

3.1 Relevant rules and regulations are identified, interpreted correctly and consistently applied

3.2 Road signs, signals and markings are identified and taken into account in heavy vehicle driving activities

3.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow is understood and taken into account in heavy vehicle driving activities

4 Manage collision when driving a heavy vehicle

4.1 Common contributing collision factors, including age, experience, speed, drugs, alcohol, road conditions, fatigue and time of day are recognised, and appropriate actions are managed

4.2 External factors that could lead to collisions, including speed, space, vision, road conditions, vehicle condition and environmental conditions are understood and managed

4.3 Internal factors that could lead to collisions, including emotional factors, driver’s own behaviours and driver’s operation at high levels of risk are acknowledged and managed

4.4 Consequences of collisions in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society are understood and managed

4.5 Functions of vehicle controls and how to recover control of the vehicle are understood and demonstrated

4.6 Corrective actions to be taken after a collision are understood and applied if required

5 Demonstrate and maintain a high level of competence in heavy vehicle control skills

5.1 Appropriate action is taken to respond to various types of adverse conditions

5.2 Principles of braking are applied at a high level of competence

5.3 Principles of steering are applied at a high level of competence

5.4 Slow speed manoeuvres are carried out at a high level of
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian road law enforcement methodology
- Common external risk factors in collisions or crashes, such as speed, space, vision, road conditions, vehicle conditions and environmental conditions
- Common internal risk factors in collisions or crashes, such as age, experience, speed, drugs, alcohol, fatigue, time of driving (day or night), attitude, motivation, and beliefs or values
- Consequences of collisions or crashes in relation to physical, financial and psychological costs to individuals and to society
- Critical factors underpinning high-level driving competence
- Low-risk driving principles
- Driving hazards and related low-risk driving techniques
- Established and reviewed laws and penalties in relation to demerit point offences, such as driving while disqualified or under the influence of drugs and alcohol
- Importance of attitude in abiding by the road rules
- Importance of cooperation with other road users
- Importance of space and speed management to avoid a collision
- Importance of vision to avoid collision
- Processes for identifying and responding to hazards
- Purpose and benefits of road rules enforcement for safe heavy vehicle driving
- Rationale for ongoing development of traffic regulations to meet changing traffic conditions
- Risk management and low-risk driving
- Road safety issues, including fatigue management and effects of drugs, alcohol and medication on driving performance
- Road signs, signals and markings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
- Rules of braking
- Rules of observation
- Rules of steering
- Safe, proactive and responsible heavy vehicle driving behaviours
- Types of adverse driving conditions commonly encountered during driving activities

Required skills:
- Adapt appropriately to differences in vehicles including their controls, safety devices, and the driving environment
- Apply basic and high-level road skills when driving a heavy vehicle
• Apply fatigue, attitude, motivation, concentration and anger management knowledge and techniques
• Apply observation skills in the course of vehicle operations
• Apply precautions and act to minimise, control or eliminate hazards that may exist while driving a vehicle
• Apply road positioning skills
• Apply safe heavy vehicle driving strategies
• Apply traffic management skills
• Carry out pre-operational checks and related action on vehicles
• Communicate effectively with others when applying safe heavy vehicle driving behaviours
• Deal effectively with adverse conditions while driving a vehicle
• Evaluate risk and behave accordingly
• Guide and control vehicles
• Implement contingency plans for unexpected events that may occur while driving a vehicle
• Interpret and follow operational instructions when applying safe heavy vehicle driving behaviours
• Manage speed and space while driving a vehicle
• Manoeuvre a vehicle at slow speed
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor and anticipate traffic hazards and take appropriate action
• Monitor performance of vehicle and take appropriate action where required
• Monitor traffic and road conditions and react appropriately
• Negotiate complex traffic and road conditions and make appropriate decisions
• Promptly report and/or rectify identified problems, faults or malfunctions that may arise when applying safe heavy vehicle driving behaviours
• Read and interpret instructions, road rules, procedures, jurisdictional requirements, information and signs relevant to safe heavy vehicle driving behaviours
• Work collaboratively with other road users when driving a vehicle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT

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

Applicable regulations and legislation may include:

- Road transport law, for example:
  - legislation and related regulations applicable to driving and using heavy vehicles in relevant state or territory
  - heavy vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory

Characteristics of heavy vehicle driving instructors may include information in relation to:

- gender
- age (within regulatory guidelines)
- driving experience
- fluency in English
- educational background and general knowledge
- diverse social and economic backgrounds and attitudes
- effects of prior and current learning
- individual learning styles

High level of heavy vehicle driving competence is defined as:

- ability to consistently carry out heavy vehicle driving tasks across a wide range of simple and complex situations and conditions, including different types of vehicles, weather conditions, road conditions and diverse potential hazards. This also includes the management of attitude, motivation, fatigue, anger and concentration

Road positioning skills are:

- those required to maintain a safe legal position on the road when driving a vehicle. This includes observation, speed management, decision making, hazard perception and response to hazards, buffering from other vehicles, maintaining space when making turns at intersections, maintaining space from other vehicles when stopped, or reducing speed and maintaining space requirements during manoeuvres, such as kerb-side stopping, hill starts, and reversing
Communication may include:

- oral and aural
- written communication
- reading and interpreting maps, street directories and GPS navigation devices
- using own vehicle horn, indicators, brake lights and road positioning
- recognising and responding to signals from other vehicles
- recognising and responding to road signs, traffic signals and other authorised signalling systems
- non-verbal communication with other drivers and motorcycle riders e.g. gestures and nods

Factors that affect learning progress may include:

- effects of previous and current learning
- decision making skills in a range of driving situations
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that a driver’s actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)
- learner characteristics and attitudes
- resources, e.g. time, location, space, people and costs
- vehicle type

Resources may include:

- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:

- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:

- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training
Driving may be undertaken in/at:  
- a range of heavy vehicle types  
- restricted spaces  
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads  
- controlled or open environments  
- a simulated environment  
- a range of weather conditions  
- time of day  

Learning activities may include:  
- demonstrations  
- explanations  
- problem solving  
- mentoring  
- coaching while driving  
- self-paced learning  
- assessment with feedback  
- combinations of the above  

Workplace documents and procedures may include:  
- company/enterprise/organisational procedures and policies  
- record of driving skills, knowledge and abilities  
- standards and certification requirements  
- quality assurance procedures  
- emergency procedures  

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

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**  
- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:  
  - compliance with appropriate legislative, regulatory and procedural requirements while driving a heavy vehicle  
  - identification of risk factors which might impact on heavy vehicle driving behaviours and implementing appropriate low-risk driving response measures  
  - selection and use of vehicle controls and safety devices to enable safe heavy vehicle driving  

**Context of assessment**  
- Performance is demonstrated consistently over a period
of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment tasks
  - access to an appropriate range of heavy vehicle driving environments and situations

- In both real and simulated environments, access is required to:
  - relevant and appropriate resources and/or heavy vehicles
  - applicable documentation, including heavy vehicle driving procedures, legislation, regulations and safe heavy vehicle driving policies

- Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed

- Access to assessment support must be provided when required

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests, including how to:
  - explain
  - describe
  - interpret
  - convey understanding
- Practical assessment should occur:
  - in an appropriate range of situations in a variety of driving environments
  - in adverse driving conditions
- In all cases where practical assessment is used, it will be combined with targeted questioning to assess the underpinning knowledge
- Assessment method may include consideration of third-party reports and authenticated prior achievements, which include on-road assessment by a qualified person
TLIC3808A  Apply safe motorcycle riding behaviours

Unit Descriptor
This unit involves the high-level safe riding skills and knowledge required by motorcycle riders to enable them to apply safe riding behaviours. This includes higher order skills, such as hazard perception, risk control and safe riding judgement, decision making and multi-tasking. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit is required by motorcycle riding instructors and covers higher order riding skills and knowledge that build upon basic rider licence requirements.

Safe riding behaviours must be able to be applied without supervision. This involves the application of higher order riding skills, such as hazard perception, judgement, decision making, multi-tasking, risk control and safe riding attitudes across a range of motorcycles and riding situations.

Definition of a motorcycle (class R) in this context is a 'two or three wheel motorcycle/motorbike'.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Define and apply safe motorcycle riding behaviours

1.1 Requirements for safe riding are acknowledged, interpreted and applied

1.2 Importance of attitude in abiding by the road rules in relation to level of risk faced by a rider is understood and taken into account in motorcycle riding activities

1.3 Importance of cooperation with other road users in order to ride safely is understood and taken into account in motorcycle riding activities

1.4 Motivation to ride safely is interpreted and described, including values, emotions and personal needs

1.5 Principles of proactive riding, also known as low-risk riding, that keep the rider at a low-level risk are interpreted and applied

1.6 Specific factors that constitute an actual risk of a collision are understood and applied, including options for avoiding a collision; crash avoidance space; variables affecting minimum space; effects of observation, perception and response time; and consequences related to crash avoidance spaces
2 Interpret and apply low-risk riding strategies

2.1 Risk factors contributing to the formation of opinions and beliefs about low-risk riding are understood and applied
2.2 Road safety information that reflects the changing road environment is clarified and taken into account in motorcycle riding activities
2.3 Human psychological and physiological aspects that can influence low-risk riding are acknowledged and taken into account in motorcycle riding activities
2.4 Low-risk riding strategies are understood, interpreted and applied consistently
2.5 Features and benefits of protective clothing are understood and applied

3 Interpret and apply road rules applicable to safe motorcycle riding

3.1 Relevant rules and regulations are identified, interpreted correctly and consistently applied
3.2 Road signs, signals and markings are identified and taken into account in motorcycle riding activities
3.3 Purpose of road rules and traffic safety laws in ensuring safe and efficient regulation of traffic flow is understood and taken into account in motorcycle riding activities

4 Manage collision when riding a motorcycle

4.1 Common contributing collision factors, including age, experience, speed, drugs, alcohol, road conditions, fatigue and time of day are recognised, and appropriate actions are managed
4.2 External factors that could lead to collisions, including speed, space, vision, road conditions, motorcycle condition and environmental conditions are understood and managed
4.3 Internal factors that could lead to collisions, including emotional factors, rider’s own behaviours and rider’s operation at high levels of risk are acknowledged and managed
4.4 Consequences of collisions in relation to relevant traffic laws and physical, financial and psychological costs to the individual and society are understood and managed
4.5 Functions of motorcycle controls are understood and demonstrated
4.6 Corrective actions to be taken after a collision are understood and applied if required

5 Demonstrate and maintain a high level of competence in motorcycle control skills

5.1 Appropriate action is taken to respond to various types of adverse conditions
5.2 Principles of braking are applied at a high level of competence
5.3 Principles of steering and counter-steering are applied at a high level of competence
5.4 Slow speed manoeuvres are carried out at a high level of competence
5.5 Motorcycle is guided and controlled at a high level of competence
5.6 Principles of body weight transfer are applied at a high level of competence

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Australian road law enforcement methodology
- Common external risk factors in collisions or crashes, such as speed, space, vision, road conditions, motorcycle conditions and environmental conditions
- Common internal risk factors in collisions or crashes, such as age, experience, speed, drugs, alcohol, fatigue, time of riding (day or night), attitude, motivation, and beliefs or values
- Consequences of collisions or crashes in relation to physical, financial and psychological costs to individuals and to society
- Critical factors underpinning high-level riding competence
- Low-risk riding principles
- Riding hazards and related low-risk riding techniques
- Established and reviewed laws and penalties in relation to demerit point offences, such as riding while disqualified or under the influence of drugs and alcohol
- Importance of attitude in abiding by the road rules
- Importance of cooperation with other road users
- Importance of space and speed management to avoid a collision
- Importance of vision to avoid collision
- Processes for identifying and responding to hazards
- Purpose and benefits of road rules enforcement for safe motorcycle riding
- Rationale for ongoing development of traffic regulations to meet changing traffic conditions
- Risk management and low-risk riding
- Road safety issues, including fatigue management and effects of drugs, alcohol and medication on riding performance
- Road signs, signals and markings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. rider licensing, motorcycle registration, alcohol and drugs, and motorcycle standards)
- Rules of braking
- Rules of observation
- Rules of steering and counter-steering
- Rules of body weight transfer
- Safe, proactive and responsible motorcycle riding behaviours
- Types of adverse riding conditions commonly encountered during riding activities
• Features and benefits of protective riding apparel
• Legal requirements of protective riding apparel

**Required skills:**
• Adapt appropriately to differences in motorcycles, including their controls and safety devices, and the riding environment
• Apply basic and high-level road skills when riding a motorcycle
• Apply fatigue, attitude, motivation, concentration and anger management knowledge and techniques
• Apply observation skills in the course of motorcycle operations
• Apply precautions and act to minimise, control or eliminate hazards that may exist while riding a motorcycle
• Apply road positioning skills
• Apply safe motorcycle riding strategies
• Apply traffic management skills
• Carry out pre-operational checks and related action on motorcycles
• Communicate effectively with others when applying safe motorcycle riding behaviours
• Deal effectively with adverse conditions while riding a motorcycle
• Evaluate risk and behave accordingly
• Guide and control motorcycles
• Implement contingency plans for unexpected events that may occur while riding a motorcycle
• Interpret and follow operational instructions when applying safe riding behaviours
• Manage speed and space while riding a motorcycle
• Manoeuvre a motorcycle at slow speed
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor and anticipate traffic hazards and take appropriate action
• Monitor performance of motorcycle and take appropriate action where required
• Monitor traffic and road conditions and react appropriately
• Negotiate complex traffic and road conditions and make appropriate decisions
• Promptly report and/or rectify identified problems, faults or malfunctions that may arise when applying safe motorcycle riding behaviours
• Read and interpret instructions, road rules, procedures, jurisdictional requirements, information and signs relevant to safe motorcycle riding behaviours
• Work collaboratively with other road users when riding a motorcycle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT

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

Applicable regulations and legislation may include:
- road transport law, for example:
  - legislation and related regulations applicable to driving and using motorcycles in relevant state or territory
  - motorcycle rider learner permit, rider licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory

Characteristics of motorcycle riding instructors may include information in relation to:
- gender
- age (within regulatory guidelines)
- riding experience
- fluency in English
- educational background and general knowledge
- diverse social and economic backgrounds and attitudes
- effects of prior and current learning
- individual learning styles

High level of motorcycle riding competence is defined as:
- ability to consistently carry out motorcycle riding tasks across a wide range of simple and complex situations and conditions, including different types of motorcycles, weather conditions, road conditions and diverse potential hazards. This also includes the management of attitude, motivation, fatigue, anger and concentration

Road positioning skills are:
- those required to maintain a safe legal position on the road when riding a motorcycle. This includes observation, speed management, decision making, hazard perception and response to hazards, buffering from other vehicles, maintaining space when making turns at intersections, maintaining space from other vehicles when stopped, or reducing speed and maintaining space requirements during manoeuvres, such as kerb-side stopping, hill starts, u-turns and reverse parking
Communication may include:

- oral and aural
- written communication
- reading and interpreting maps, street directories and GPS navigation devices
- using own motorcycle horn, indicators, brake lights and road positioning
- recognising and responding to signals from other vehicles
- recognising and responding to road signs, traffic signals and other authorised signalling systems
- non-verbal communication with other riders/drivers e.g. gestures and nods

Factors that affect learning progress may include:

- effects of previous and current learning
- decision making skills in a range of riding situations
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of riding ability; and underestimation of accident risk)
- causal attribution (explains that rider’s actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)
- learner characteristics and attitudes
- resources, e.g. time, location, space, people and costs
- motorcycle type

Resources may include:

- training materials and publications
- location
- personnel
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:

- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles

Specific needs may relate to:

- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training
Riding may be undertaken in/at:
- a range of motorcycle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- time of day

Learning activities may include:
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while riding
- self-paced learning
- assessment with feedback
- combinations of the above

Workplace documents and procedures may include:
- company/enterprise/organisational procedures and policies
- record of riding skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures
- emergency procedures

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o compliance with appropriate legislative, regulatory and procedural requirements while riding a motorcycle
  o identification of risk factors which might impact on riding behaviours and implementing appropriate low-risk riding response measures
  o selection and use of motorcycle controls and safety devices to ensure safe riding

Context of assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment tasks
  o access to an appropriate range of riding environments and situations

• In both real and simulated environments, access is required to:
  o relevant and appropriate resources and/or motorcycles
  o applicable documentation, including riding procedures, legislation, regulations and safe riding policies

• Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed

• Access to assessment support must be provided when required.

Method of assessment

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

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests, including how to:
  o explain
  o describe
  o interpret
  o convey understanding

• Practical assessment should occur:
  o in an appropriate range of situations in a variety of riding environments
  o in adverse riding conditions

• In all cases where practical assessment is used, it will be combined with targeted questioning to assess the underpinning knowledge

• Assessment method may include consideration of third-party reports and authenticated prior achievements, which include on-road assessment by a qualified person
TLIC3909A Operate and monitor a monorail train

Unit Descriptor
This unit involves the skills and knowledge required to operate and monitor a monorail train in accordance with relevant workplace practices, regulations and codes of practice. This includes planning and identifying the monorail train for operations, operating the train, monitoring the train’s performance during service, and communicating effectively with the Controller and other personnel. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to operate and monitor a monorail train across a variety of operational contexts.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Plan and identify a monorail train for operations
1.1 Driving requirement is identified and confirmed from roster, shift-card or other authorised documentation
1.2 Sign-on/log-on procedures at the depot are completed and the monorail train to be operated is correctly identified
1.3 Essential equipment is identified and obtained

2 Operate and monitor monorail train in normal operational mode
2.1 Monorail train is operated within specifications and organisational requirements to meet required schedules and special services
2.2 On-board equipment is confirmed as being serviceable, and is operated in accordance with specifications and organisation requirements
2.3 Warning devices and gauges are monitored and responded to in accordance with organisation requirements
2.4 Operational restrictions established by the organisation and relevant legislation are observed
2.5 Monorail train is stopped in designated and approved locations and within limitations, to permit safe embarkation and alighting of all kinds of passengers
3 Operate monorail train in abnormal situations

3.1 In the event of an abnormal situation occurring, Controller is contacted and their instructions are requested.
3.2 Appropriate mode of operation is selected and implemented when authorised by the Controller.
3.3 All instructions from the Controller are followed.

4 Monitor on-board equipment

4.1 Equipment is monitored to maintain optimum running conditions and identify faults, defects and deficiencies.
4.2 Appropriate action is taken in response to identified faults, defects and deficiencies to ensure safe operation of train, including communications with Operations Controller where necessary.
4.3 If instructed by the Controller, faults, defects and deficiencies are assessed to determine risk of damage to equipment or injury to personnel.
4.4 Defects are reported and/or recorded.

5 Communicate with Controller

5.1 Regular communication is maintained with the Controller in the course of operation of the monorail train as per workplace procedures and regulatory requirements.
5.2 Controller is advised of operational problems, delays, safety incidents and emergency situations that may arise in the course of operation of the monorail train.
5.3 Information provided by the Controller relevant to the ongoing operation of the monorail train is interpreted and applied to driving activities as per workplace procedures and applicable regulatory requirements.

6 Follow all applicable regulatory requirements

6.1 Regulatory requirements applicable to the operation of the monorail train are accessed and interpreted.
6.2 Relevant regulatory requirements are applied and followed in the course of operation of the monorail train.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Monorail train controls, instruments and indicators and their purpose, location and use including controls to start, accelerate, decelerate and stop the train
- Monorail train operating characteristics, capabilities and limitations including all modes of operation
- Procedures for operating and monitoring the monorail train
- Procedures for adjusting controls to maximise efficient and safe running
• Operational instructions
• Procedures for managing safety incidents and hazardous situations that may arise when operating and monitoring a monorail train
• Procedures for operating and monitoring ancillary equipment on the train
• Monorail train knowledge may include monitoring devices, braking and drive equipment and ancillary systems
• Track knowledge including track limitations, speed limitations, curves and gradients and location of any indicators
• Procedures for identifying equipment defects and assessing for appropriate action
• Typical defects that can occur on a monorail train and related action that should be taken
• Procedures to be followed in the event of an emergency when operating a monorail train
• Procedures for operating communications equipment with required protocol
• Fatigue management knowledge and techniques including causes and effects of fatigue, strategies to manage fatigue, factors which increase fatigue-related accidents, and lifestyles which promote the effective long-term management of fatigue

**Required skills:**
• Communicate effectively with the Controller when operating and monitoring a monorail train
• Operate communication equipment to required protocol
• Read and interpret instructions, procedures, information and signs relevant to the operation and monitoring of a monorail train
• Interpret and follow instructions
• Complete documentation related to the operation and monitoring of a monorail train
• Work collaboratively with others when operating and monitoring a monorail train
• Identify and assess train defects and deficiencies and take appropriate action to report any identified defective equipment as per workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating and monitoring a monorail train
• Recognise problems that may arise when operating and monitoring a monorail train and take appropriate action
• Select and use required personal protective equipment
• Operate a monorail train and monitor its performance to facilitate optimum safe operation
• Apply track and road knowledge when driving a monorail train
• Apply fatigue management knowledge and techniques

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

Operations may be conducted:
• by day or night
• in all normal weather conditions
Modes of operation include:
- fully automatic
- semi-automatic
- manual

Essential equipment includes:
- monorail procedures and announcements folder
- hand microphone
- keys
- pre-service sheet
- alarm sheet
- portable radio
- hold at station dial
- operator’s chair
- ‘no entry’ signs
- vigilance systems
- traction systems
- fire extinguisher

Abnormal situations may include:
- stoppage between stations
- computer failure
- mechanical failure
- electrical failure

Relevant personnel may include:
- controllers
- rostering supervisors and staff
- other monorail train drivers/supervisors
- supervisors and other operational personnel
- maintenance personnel
- immediate internal or external customers

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information and documents may include:

- relevant national and state or territory transport regulations and codes of practice
- notices in drivers' notice board/box
- train driver roster sheet
- operational instructions, policies and procedures
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - driving monorail train in manual mode to organisational standards
  - operating monorail train in automatic and semi-automatic modes correctly
  - communicating appropriately and effectively with the Controller

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
Provide wheelchair accessible taxi services to passengers with disabilities

Unit Descriptor
This unit involves the skills and knowledge required to operate wheelchair accessible taxis used for the transport of people with disabilities. It includes carrying out pre-operational checks of the vehicle and its ancillary equipment; communicating effectively with passengers; securing passengers and ancillary/mobility equipment; providing appropriate support to passengers during their journey; and manoeuvring the vehicle with due consideration of the passenger’s disability. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to all taxi drivers who are entering the role of drivers of wheelchair accessible taxis. Work involves transferring passengers, and applying both manual loading and unloading with the aid of equipment/appliances. The work involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying people with disabilities in varying driving contexts. Transporting passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Carry out pre-operational checks on vehicles

1.1 The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures

1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures

2 Communicate effectively with passengers

2.1 Appropriate communication methods are selected and used to meet the requirements of passengers with disabilities

2.2 Appropriate and effective verbal and non-verbal communication skills are used including appropriate body language and language style

2.3 Effective listening skills are demonstrated
2.4 Questions are used to gain appropriate information

3 Assist passengers into and out of the vehicle in a manner suited to their disability

3.1 Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of the vehicle
3.2 Compatibility of passenger’s mobility device and vehicle’s loading, anchoring and carrying equipment is assessed in accordance with regulations
3.3 Passengers are assisted into and out of the vehicle, demonstrating compliance with loading regulations and workplace safety requirements
3.4 Passengers and their mobility device/wheelchair are secured safely in accordance with vehicle and equipment specifications and regulations
3.5 Vehicle equipment is operated and stowed in accordance with company procedures and manufacturers instructions
3.6 Ancillary equipment is stowed safely in vehicle following relevant regulations
3.7 Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment
3.8 Relevant OH&S and passenger welfare is considered

4 Drive a vehicle used by passengers with disabilities

4.1 Ongoing support is provided to passengers to maximise their travelling comfort
4.2 The vehicle is driven safely in accordance with the regulations for the class of vehicle involved
4.3 The vehicle is driven in accordance with road and traffic conditions with due consideration to any required precautions related to the disability of the passengers and relevant government regulations
4.4 Signs or indicators are fixed to the vehicle if required
4.5 Documentation/transactions relevant to the provision of the taxi subsidy scheme is completed

5 Plan and organise daily work activities

5.1 Workload is assessed and prioritised
5.2 Daily routine is planned to take into account work schedules and network/communication bookings
5.3 Clarification of requirements of tasks is sought when appropriate
5.4 Achievable time and other performance measures are agreed
5.5 Tasks are completed with variations to plan identified and reported
6 Apply ethical behaviour

6.1 Ethical behaviour is applied that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with disabilities

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant road rules, regulations and licence requirements of the relevant state/territory road traffic authority including the need to give priority to wheelchair passengers
- Equal opportunity/anti-discrimination legislation
- Relevant OH&S and environmental procedures and regulations
- Procedures and protocols for the provision of wheelchair accessible taxi services to customers
- Customer service policies and procedures
- Typical problems that can occur when providing wheelchair accessible taxi services to customers, and related appropriate action that can be taken to prevent or solve them
- Sources of information and documentation needed when providing wheelchair accessible taxi services to customers
- Characteristics of various disabilities: intellectual/physical, congenital/acquired
- Characteristics of permanent/temporary and multiple disabilities including (singularly or multiple): cerebral palsy, spina bifida, multiple sclerosis, paraplegia, quadriplegia, muscular dystrophy, epilepsy, arthritis, diabetes, asthma, psychological disabilities, visual/hearing impairment, intellectual disabilities
- Various types of mobility aids that cannot be secured safety in wheelchair accessible taxis
- Alternate transport modes if mobility aids cannot be safely secured in a wheelchair accessible taxi vehicle
- Passengers that cannot be seated in or on certain mobility aids whilst in transit
- Etiquette/protocols for interacting with passengers with disabilities
- Vehicle operational checks
- Methods of securing a range of wheelchair/mobility devices and passengers with various disabilities
- Procedures to be followed in the event of a driving emergency
- Taxi transport subsidy scheme bookings and fare concessions
- Vehicle and ancillary equipment controls, instructions and indicators and their use
- Duty of care responsibilities when transporting passengers with disabilities

Required skills:

- Communicate effectively with others when providing wheelchair accessible taxi services to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of wheelchair accessible taxi services to customers
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision wheelchair accessible taxi services to customers
• Operate electronic equipment to required protocol
• Work collaboratively with others when providing wheelchair accessible taxi services to customers
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Implement contingency plans for unanticipated situations that may occur when providing wheelchair accessible taxi services to customers
• Promptly report and/or rectify any identified problems that may arise when providing wheelchair accessible taxi services to customers, in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Apply relevant codes of practice and legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Assess risks and hazards when assisting passengers with disabilities into and out of the vehicle
• Take precautions to control risk when assisting passengers with disabilities into and out of the taxicab
• Ability to safely use manual handling techniques and to operate loading equipment
• Apply techniques for manoeuvring and driving vehicles transporting passengers with disabilities
• Monitor traffic and road conditions
• Conduct pre-operational checks on vehicle and ancillary equipment and take related action
• Apply fatigue management knowledge and techniques
• Monitor performance of taxicab and its equipment and take appropriate action where required
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Pre-operational checks may include:
- visual check of vehicle and ancillary equipment
- checking compatibility of mobility devices and vehicle loading, anchoring and carrying equipment
- checking and topping up fluid levels
- checking tyre pressure
- checking operation of vehicle lights and indicators
- checking brakes before moving vehicle

Ancillary equipment may include:
- ramps
- hoists

Workplace procedures may include:
- company policies and procedures
- established workplace procedures

Passengers may have a range of disabilities which may involve:
- intellectual/physical disability
- congenital/acquired disability
- permanent/temporary disability

Assistance into and out of the vehicle, picking up, setting down and transporting of passengers may include:
- operations conducted during the day or night
- in all weather conditions
- different terrain and road surfaces

Vehicle handling procedures must include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- reversing a vehicle
- operating the controls, instruments and indicators of the vehicle and the ancillary equipment
- using defensive driving techniques
- managing vehicle blind spots and height restrictions
- managing engine performance and its effect on the environment
Driving hazards may include but are not limited to:

- ‘unstable’ passengers
- wet and iced roads
- road damage
- bridge/tunnel damage
- road works
- oil on road
- animals and objects on road
- road closures for special events such as marches, parades
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas
- foggy conditions

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - exercising all required safety precautions and procedures during loading, unloading and driving operations
  - assisting passengers into and out of the vehicle in accordance with workplace procedures
  - securing passengers for safe transport in accordance with relevant standards and procedures
  - maintaining the comfort and dignity of passengers with disabilities
  - providing customer service and working effectively with others
  - carrying out pre-operational checks on vehicles used by passengers with disabilities
  - identifying driving hazards and using appropriate defensive driving techniques
  - following safe handling procedures for vehicles used by passengers with disabilities
  - recognising and adapting ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with special needs
  - following emergency procedures when
monitoring and maintaining vehicle performance and its effect on the environment

- reporting and/or rectifying any identified vehicle faults or malfunctions in accordance with manufacturers instructions

- applying procedures for taxi subsidy scheme bookings and payments

- completing workplace documentation

- participating in a range of interactions with passengers with disabilities

- following OH&S regulations and legislation

Context of and specific resources for assessment

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - participation in a range of interactions with passengers with a range of disabilities
  - drive and operate a vehicle used to transport passengers with disabilities in a range of operational situations - this is not to be done in a simulated environment

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
  - practical assessment must occur using a wheelchair accessible taxi or taxi approved by the state regulations
**TLIC407D**  
**Drive heavy rigid vehicle**

**Unit Descriptor**  
This unit involves the skills and knowledge required to drive a heavy rigid vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy rigid vehicle across a variety of driving contexts.

**Competency Field**  
C – Driving Vehicle

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1 Drive the heavy rigid vehicle  

1.1 The heavy rigid vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage

1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective gear selection and smooth transition in gear changes

1.4 Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions

1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.6 The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning.

1.7 The heavy rigid vehicle is parked, shut down and secured in
accordance with manufacturers specifications, traffic regulations and workplace procedures

1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements

1.9 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Performance and efficiency of vehicle operation is monitored during use

3.3 Defective or irregular performance or malfunctions are reported to the appropriate authority

3.4 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority

• Relevant OH&S and environmental procedures and regulations

• Heavy rigid vehicle controls, instruments and indicators and their use

• Heavy rigid vehicle handling procedures

• Procedures to be followed in the event of a driving emergency

• Engine power management and safe driving strategies

• Efficient driving techniques

• Pre-operational checks carried out on heavy rigid vehicle and related action

• Differences between transmission types

• Principles of operation of air brakes and procedures for their use

• Workplace driving and operational instructions

• Driving hazards and related defensive driving techniques

• Principles of stress management when driving a vehicle
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies and on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

**Required skills:**
- Communicate effectively with others when driving a commercial heavy rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to when the driving of a commercial heavy rigid vehicle
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a commercial heavy rigid vehicle
- Work collaboratively with others when driving a commercial heavy rigid vehicle
- Operate electronic communication equipment to required protocol
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a commercial heavy rigid vehicle in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a commercial heavy rigid vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of the vehicle and its equipment and take appropriate action where required
- Carry out pre-operational checks in the course of work activities
RANGE STATEMENT

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

Type of vehicle includes:

- all heavy rigid vehicles, for example any rigid vehicle with 3 or more axles, including trucks or buses, greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include:
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- state/territory heavy rigid vehicle driving licence and permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
- relevant standards and certification requirements
- quality assurance procedures

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to heavy rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC4109A Operate self-propelled equipment on track

Unit Descriptor
This unit involves the skills and knowledge required to operate self-propelled equipment on track in accordance with safeworking and regulatory requirements and workplace procedures. It includes performing pre-operational and post-operational checks, operation of the equipment, and the completion of required documentation. It encompasses the operation of all self-propelled equipment, on track including road/rail equipment operated in rail mode. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed with some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to operate self-propelled equipment on track as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of self-propelled equipment on track may need to have fulfilled licence or certification requirements for the type of equipment being used.

Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Perform pre-operational equipment checks
1.1 Basic pre-operational equipment checks are conducted as per manufacturers specifications or local maintenance schedules
1.2 Service books are checked and completed accurately as required
1.3 Deficiencies with equipment are identified and rectified in accordance with workplace procedures
1.4 Relevant persons are notified of problems and/or documentation completed

2 Operate equipment
2.1 Equipment is placed on track and removed from track where applicable
2.2 Equipment is driven on track
2.3 Equipment is set up for work and prepared for travel after work
2.4 Equipment is operated in a safe and efficient manner in accordance with manufacturers instructions and workplace procedures
2.5 Equipment is operated with due regard for prevailing operating conditions to ensure safe working conditions and minimise potential accidents
2.6 Equipment is operated to achieve the outcome and quality of work in accordance with the workplace standards and procedures
2.7 Warning systems are monitored and responded to appropriately during operation to maintain correct functionality of equipment
2.8 Equipment is left stored in appropriate manner and location to ensure security and protection of equipment

3 Perform post-operational equipment procedures
3.1 Post-operational equipment checks are conducted as per manufacturers specifications or local maintenance schedules to identify defects and maintenance requirements
3.2 Deficiencies with equipment are identified and rectified in an appropriate manner to maintain correct functionality of equipment
3.3 Relevant persons are notified of problems and/or documentation is completed in accordance with instructions and the relevant codes of practice

4 Complete documentation
4.1 Service books are checked and completed accurately
4.2 Required documentation is completed in a timely, accurate and complete manner in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Servicing schedules and procedures for pre- and post-operational checks of self-propelled equipment
- Equipment and materials for use when conducting pre- and post-operational checks of self-propelled equipment
- Components of self-propelled equipment and their applications
- Workplace procedures for the operation of self-propelled equipment
- Problems that may occur during the operation of self-propelled equipment, and action that can be taken to report or resolve the problems
- Setting up requirements in preparation for work
• Hazards that may exist when setting up and operating self-propelled equipment on track, and ways of controlling the risks involved
• Types of self-propelled equipment and their applications
• Technical specifications and manuals
• Impact of machine operation on track condition and geometry
• Defects that can occur in self-propelled equipment, and related action that should be taken
• Emergency procedures
• Local authority procedures

**Required skills:**

• Communicate effectively with others when operating self-propelled equipment on track
• Read and interpret instructions, procedures, information and signs relevant to the operation of self-propelled equipment on track
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating self-propelled equipment on track
• Promptly report and/or rectify any identified problems, faults or malfunctions when operating self-propelled equipment on track in accordance with regulatory requirements and workplace procedures
• Plan and organise work
• Implement contingency plans for unexpected events when operating self-propelled equipment on track
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify, select and use tools and equipment
• Drive self-propelled equipment on track (for which certificated and/or licensed)

**RANGE STATEMENT**

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

**Operations may be conducted:**

• by day or night
• in all weather conditions
Work may be conducted in:

- exposed conditions
- controlled or open environments

Work may involve:

- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, materials and vehicles

Equipment may include:

- basic mechanical/hydraulic self-propelled equipment, including:
  - jacks
  - borers
  - pullers
  - (rail-mounted) lubricators
  - winches
  - tampers
  - rail adjusters
  - ballast scarifiers
  - equipment with multiple functions, including: ballast regulators, cranes, sleeper renewer, gantry, sleeper laying frame, disposal and distribution wagons, and road/rail equipment when operated in rail mode
- complex self-propelled equipment, including:
  - tamper liners
  - track laying machines
  - rail-mounted lubrication vehicles
  - rail planers
  - rail grinders
  - undercutters
  - ballast cleaning machines
  - ballast screening and collection units
  - track geometry recording and detection cars

Liaison may include:

- internal or external personnel from other work areas

Communication equipment/systems may include:

- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signal

Information may be provided:

- electronically
- in writing, via forms/documents
- orally, via face-to-face communications
Safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant log or record book
- maintenance notices, records and requests
- local authority regulations and procedures
- technical instructions
- manufacturers or workplace equipment operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- information provided by other workplace personnel
- work orders
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - performing pre- and post-operational equipment checks
  - operating self-propelled equipment on track in travel and work mode

**Context of and specific resources for assessment**

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

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIC4209A Operate coach/bus

Unit Descriptor
This unit involves the skills and knowledge required to operate a passenger coach/bus safely. It includes maintaining systematic and efficient control of all coach/bus functions; monitoring traffic and road conditions; managing coach/bus condition and performance; and effectively managing hazardous situations. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Operation of a passenger coach/bus is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach/bus across a variety of contexts.

The entry requirement for this unit is the attainment of applicable licence from the state regulatory authority to operate a bus/coach.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Operate the coach/bus

1.1 The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Engine operation is maintained within the manufacturers specified torque range and temperature through effective transmission use

1.4 Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions

1.5 Hazards are identified and/or anticipated and avoided or controlled through defensive driving techniques

1.6 The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning in accordance with workplace procedures

1.7 The coach/bus is parked, shut down and secured in accordance with manufacturers specifications and workplace procedures

1.8 The behaviours displayed by operators towards other road users is appropriately aligned with workplace procedures
2 Monitor and respond to traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain coach/bus performance

3.1 Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment

3.2 Performance and efficiency of coach/bus operation is monitored during use

3.3 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with workplace procedures

3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures

3.5 Vehicle monitoring devices (such as tachographs) are operated in accordance with workplace procedures

4 Operate the coach/bus safely

4.1 Passenger positioning and dispersion is in accordance with manufacturers instructions and workplace procedures

4.2 Bus/coach doors are operated safely for entry and exit from coach/bus in accordance with manufacturers and workplace instructions

4.3 Visual checks are conducted on entry to and exit from bus stops in accordance with workplace instructions

4.4 Vehicle positioning and movement are convenient and safe for passengers embarking and disembarking in accordance with regulatory and workplace instructions

5 Operate bus/coach associated equipment

5.1 All bus/coach associated equipment is operated in accordance with manufacturers and workplace instructions

5.2 Faults with all bus/coach associated equipment are reported according to manufacturers and workplace instructions

5.3 Route destination is clearly displayed on the vehicle as required by workplace instructions

6 Provide customer service to passengers on coach/bus

6.1 Comfort and wellbeing of passengers are in accordance with workplace instructions

6.2 Lost property processing is in accordance with organisational procedures

6.3 Assistance is provided for identified special needs and/or any luggage and ancillary equipment requirements in accordance with workplace instructions
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant state and territory regulations and procedures in relation to bus stops
- Coach/bus controls, instruments and indicators and their use
- Coach/bus handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on coaches/buses and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:
- Communicate effectively with others when driving a commercial coach or bus
- Read and interpret instructions, procedures, information and signs relevant to the operation of a commercial coach or bus
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a commercial coach or bus
- Operate electronic communication equipment to required protocol including on-board intercom and communications equipment
- Work collaboratively with others when operating a commercial coach or bus
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating a commercial coach or bus in accordance with workplace procedures
- Implement contingency plans for unexpected events that may occur when operating a commercial coach or bus
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a commercial coach or bus
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of coach or bus and its equipment and take appropriate action where required
• Service coach or bus and its equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

**Type of vehicle includes:**
- all coaches and buses relevant to specific licence classifications

**Operate a passenger coach/bus may be carried out in typical road transport situations pertaining to a coach/bus, including:**
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site
- kerb side bus stops
- within shopping centres
- within railway complexes
- within tourist attractions car parks

**Special needs may include:**
- temporarily physically impaired persons
- visually and hearing impaired persons
- mentally impaired persons
- frail and elderly persons
- school children
Bus/coach associated equipment may include:
- ticket machines
- electronic doors
- manual doors
- toilet units

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- operating door opening and closing equipment
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- exterior vehicle checks
- internal vehicle checks
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- microphone operational
- equipment such as jack, wheel brace, spare tyre
- trailers such as jockey wheel, coupling of trailer

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory coach/bus driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- coach/bus manufacturers instructions, specifications and recommended driving procedures, including pre-operational checks of coach/bus
- emergency procedures
- vehicle log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - undertaking pre-operational checks & vehicle handling procedures
  - implementing responses to changing road conditions
  - applying knowledge of relevant legislation and workplace procedures
  - applying customer service skills in accordance with industry requirements and organisational procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIC507D  Drive heavy combination vehicle

Unit Descriptor
This unit involves the skills and knowledge required to drive a heavy combination vehicle safely including systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of trailer, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted, by or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial heavy combination vehicle across a variety of driving contexts.

 Competency Field
C – Driving Vehicle

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Drive the heavy combination vehicle

1.1 The heavy combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions
1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage
1.3 Engine operation is maintained within the manufacturer’s specified torque range and temperature through effective gear selection and smooth transition in gear changes
1.4 Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions
1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving
1.6 The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning
1.7 The heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures

1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements

1.9 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations

1.10 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Prime mover and trailer are aligned and coupled in accordance with manufacturers instructions and workplace procedures

3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational

3.4 Performance and efficiency of vehicle operation is monitored during use

3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority

3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Heavy combination vehicle controls, instruments and indicators and their use
- Heavy combination vehicle handling procedures
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
• Efficient driving techniques
• Pre-operational checks carried out on heavy combination vehicle and related action
• Differences between transmission types
• Principles of operation of air brakes and procedures for their use
• Driving hazards and related defensive driving techniques
• Map reading and navigation of the vehicle and related action
• Factors which may cause traffic delays and diversions and related action that can be taken by a driver
• Principles of stress management when driving a vehicle
• Causes and effects of fatigue on drivers
• Factors which increase fatigue-related accidents
• Fatigue management strategies including on-road techniques
• Lifestyles which promote the effective long-term management of fatigue

Required skills:
• Communicate effectively with others when driving a heavy combination vehicle
• Read and interpret instructions, procedures, information and signs relevant to the driving of a heavy combination vehicle
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the driving of a heavy combination vehicle
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when driving a heavy combination vehicle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a heavy combination vehicle in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise when driving a heavy combination vehicle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor and anticipate traffic hazards and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Apply map reading and road navigation techniques to the operation of a heavy combination vehicle
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Type of vehicle includes: • all heavy combination vehicles that may be driven on public and private roads and work sites

Driving may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site

Vehicle handling procedures may include:
• starting a vehicle
• steering and manoeuvring a vehicle
• accelerating and braking
• positioning and stopping a vehicle
• reversing a vehicle
• operating vehicle controls, instruments and indicators
• using air brakes
• using defensive driving techniques
• managing engine performance

Pre-operational checks may include:
• visual check of vehicle
• checking and topping up of fluid levels
• checks of tyre pressures
• checks of operation of vehicle lights and indicators
• checks of brakes
• checks of coupling equipment
Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
- work site hazards including power and service lines, buildings, structures, facilities, underground services, uneven or unstable ground and recently filled trenches, stationary and moving machinery and equipment, hazardous or dangerous materials, noise, light, energy sources, and obstructions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory heavy combination vehicle driving licence/permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIC607C Drive multi-combination vehicle**

**Unit Descriptor**
This unit involves the skills and knowledge required to drive a multi-combination vehicle safely, including systematic and efficient control of all vehicle functions, coupling and uncoupling of dollies, monitoring of traffic and road conditions, management of vehicle condition and performance, and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to multi-combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial multi-combination vehicle across a variety of driving contexts.

**Competency Field**
C – Driving Vehicle

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1 **Drive the multi-combination vehicle**

1.1 The multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.5 The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.6 The multi-combination vehicle is parked, shut down, uncoupled and secured according to manufacturers specifications, traffic regulations and workplace procedures
1.7 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations

1.8 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 The most efficient and permissible route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Prime mover, dollies and trailer are aligned and coupled in proper sequence in accordance with manufacturers instructions and workplace procedures

3.3 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational

3.4 Performance and efficiency of vehicle operation is monitored during use

3.5 Defective or irregular performance or malfunctions are reported to the appropriate authority

3.6 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Multi-combination vehicle controls, instruments and indicators and their use
- Multi-combination vehicle handling procedures
- Workplace driving and operational instructions
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on multi-combination vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Driving hazards and related defensive driving techniques
• Map reading and road navigation techniques
• Factors which may cause traffic delays and diversions and related action that can be taken by a driver
• Principles of stress management when driving a vehicle
• Causes and effects of fatigue on drivers
• Factors which increase fatigue-related accidents
• Fatigue management strategies including on-road techniques
• Lifestyles which promote the effective long-term management of fatigue

Required skills:
• Communicate effectively with others when driving a multi-combination vehicle
• Read and interpret instructions, procedures, information and signs relevant to the driving of a multi-combination vehicle
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the driving of a multi-combination vehicle
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when driving a multi-combination vehicle
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when driving a multi-combination vehicle in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when driving a multi-combination vehicle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a multi-combination vehicle
• Monitor and anticipate traffic hazards and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
• Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities
RANGE STATEMENT

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

**Type of vehicle includes:**
- all multi-combination vehicles that may be driven on public and private roads and work sites

**Driving may be carried out in typical road transport situations, including:**
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

**Vehicle handling procedures may include:**
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

**Pre-operational checks may include:**
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

**Minor routine repairs may include:**
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory multi-combination vehicle driving licence/permit requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to multi-combination vehicles
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the
workplace
**TLIC707C**

**Operate vehicle carrying special loads**

**Unit Descriptor**
This unit involves the skills and knowledge required to drive a vehicle carrying a special load safely including compliance with road traffic authority and other relevant government regulations and company policies; and effective management of hazardous situations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Driving must be carried out in compliance with the licence and permit requirements and regulations of the relevant state/territory roads and traffic authority as well as the specific regulatory and permit requirements pertaining to the special load being carried.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle carrying a special load across a variety of driving contexts.

**Competency Field**
C – Driving Vehicle

---

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1. **Carry out pre-operational checks**
   - 1.1 The pre-operational checks for the special purpose vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies
   - 1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures

2. **Drive a vehicle carrying special loads**
   - 2.1 The vehicle is manoeuvred in accordance with the regulations/permit requirements for the class of vehicle involved and the load being carried
   - 2.2 Vehicles carrying explosives or dangerous goods are driven along designated routes in accordance with the relevant codes, relevant government regulations and workplace policies
   - 2.3 The load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant government regulations pertaining to the special load including the Australian Dangerous Goods Code and the
Australian Explosives Code

2.4 Signs or indicators are fixed to the vehicle if required
2.5 Appropriate procedures are followed for the load concerned in the event of a driving emergency

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Where applicable, Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code
- Relevant OH&S and environmental procedures and regulations
- Vehicle controls, instruments and indicators and their use
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:
- Communicate effectively with others when driving a vehicle designed to carry special loads
- Read and interpret instructions, procedures, information and signs relevant to the driving of a vehicle designed to carry special loads
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the driving of a vehicle designed to carry special loads
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when driving a vehicle designed to carry special loads
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a vehicle designed to carry special loads in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when driving a vehicle designed to carry special loads
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a vehicle designed to carry special loads
• Monitor and anticipate traffic hazards and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of vehicle and its equipment and load and take appropriate action if required
• Service vehicle and its equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Type of vehicle includes:
• all vehicles designed to carry special loads, for example concrete agitator, livestock transporter, armoured car, tanker, refrigerated vehicle, waste vehicle, fresh produce vehicle, car carrier, container carrier, recovery vehicle

Driving may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site
Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose

Designated routes are:
- those that are determined by permit/regulatory requirements for a specific class of load such as explosives or dangerous goods

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc
- road closures for special events such as marches, parades, etc
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures for drivers of vehicles carrying the specific load concerned
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- procedures/designated routes prescribed by the relevant authority for vehicles carrying the specific loads concerned

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the class of vehicle
- relevant regulations/permit requirements specific to the load being carried
- Australian regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods Code and the Australian Explosives Code
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant State/Territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIC807C  Drive coach/bus

Unit Descriptor
This unit involves the skills and knowledge required to drive a passenger coach/bus safely including systematic and efficient control of all coach/bus functions; monitoring of traffic and road conditions; management of coach/bus condition and performance; and effective management of hazardous situations. Assessment of this unit may be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory Road Traffic Authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the driving of a commercial coach/bus.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach/bus across a variety of driving contexts.

Competency Field
C – Driving Vehicle

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Drive the coach

1.1 The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Engine operation is maintained within the manufacturer's specified torque range and temperature through effective transmission use

1.4 Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions

1.5 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.6 The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning

1.7 The coach/bus is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and
workplace procedures

1.8 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain coach/bus performance

3.1 Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment

3.2 Performance and efficiency of coach/bus operation is monitored during use

3.3 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority

3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Coach/bus controls, instruments and indicators and their use
- Coach/bus handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on coaches/buses and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
• Fatigue management strategies including on-road techniques
• Lifestyles which promote the effective long-term management of fatigue

Required skills:
• Communicate effectively with others when driving a commercial coach or bus
• Read and interpret instructions, procedures, information and signs relevant to the driving of a commercial coach or bus
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the driving of a commercial coach or bus
• Operate electronic communication equipment to required protocol including on-board intercom and communications equipment
• Work collaboratively with others when driving a commercial coach or bus
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when driving a commercial coach or bus in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may occur when driving a commercial coach or bus
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a commercial coach or bus
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of coach or bus and its equipment and take appropriate action where required
• Service coach or bus and its equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Type of vehicle includes: • all coaches and buses relevant to specific licence classifications
Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- operating door opening and closing equipment
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:

- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- state/territory coach/bus driving licence requirements
- state/territory road rules
- workplace driving instructions and procedures
- coach/bus manufacturers instructions, specifications and recommended driving procedures including pre-operational checks of coach/bus
- emergency procedures
- vehicle log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
workplace
TLIC907C  Drive taxi cab

Unit Descriptor
This unit involves the skills and knowledge required to drive a taxicab safely including systematic and efficient control of all taxi functions, monitoring of traffic and road conditions, management of taxi condition, and performance and effective management of hazardous situations. Assessment of this unit may be undertaken within a taxi driver licensing examination conducted by, or under the authority of, the relevant state/territory authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to a commercial taxicab.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a taxicab across a variety of driving contexts.

Competency Field
C – Driving Vehicle

ELEMENT

PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Drive the taxi

1.1 The taxi is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.4 The taxi is driven in reverse, maintaining visibility and achieving accurate positioning

1.5 The taxi is parked, shut down and secured in accordance with manufacturers specifications, traffic regulations and workplace procedures

1.6 Taximeter is used in accordance with government regulations and workplace policy

1.7 Appropriate procedures are followed in the event of a driving emergency
2 Monitor traffic and road conditions

2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations.

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities.

3 Monitor and maintain vehicle performance

3.1 Taxi performance is maintained through pre-operational inspections and checks of the vehicle.

3.2 Taxi is maintained in accordance with state/territory licensing regulations and workplace standards.

3.3 Performance and efficiency of taxi operation is monitored during use.

3.4 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with workplace procedures.

3.5 Vehicle records are maintained/updated and information is processed in accordance with workplace procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic/taxicab control authority
- Relevant OH&S and environmental procedures and regulations
- Taxicab controls, instruments and indicators and their use
- Taxicab handling procedures
- Workplace driving and operational instructions
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Driving hazards and related defensive driving techniques
- Taxicab security procedures and precautions
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
• Lifestyles which promote the effective long-term management of fatigue

Required skills:
• Communicate effectively with others when driving a taxicab
• Read and interpret instructions, procedures, information and signs relevant to the driving of a taxicab
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the driving of a taxicab
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when driving a taxicab
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or address any identified problems, security incidents, faults or malfunctions that may arise when driving a taxicab in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events or security incidents when driving a taxicab
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a taxicab
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Monitor performance of taxicab and its equipment and take appropriate action where required
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Type of vehicle includes: • all taxicabs relevant to specific licence classifications
Driving may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot or base
- while at a customer's workplace or work site

Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Minor routine repairs may include:
- replacement of blown globes in vehicle lights
- replacement of broken fan belt
- replacement of blown fuse
- replacement of door mirrors
- repairs to rear tail-light lens
- changing of tyres
- repair of tyre punctures
- replacement of broken coolant hose
Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory taxicab driving licence/regulatory requirements
- state/territory road rules
- workplace driving instructions and procedures
- vehicle manufacturers instructions, specifications and recommended driving procedures including preoperational checks of vehicle
- emergency procedures
- vehicle log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to taxicabs
- relevant state/territory road rules
- relevant state/territory taxicab control regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or
in an appropriate range of situations in the workplace
Operate a forklift

Unit Descriptor
This unit involves the skills and knowledge required to operate a forklift, including checking forklift condition, driving the forklift to fulfil operational requirements, monitoring site conditions, and monitoring and maintaining forklift performance. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory OH&S authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant state/territory authority.

Operation of a forklift is performed under some supervision, generally within a team environment. It involves the application of routine equipment operation principles and procedures to maintain the safety and operation of a forklift in a variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Check forklift condition

1.1 Condition of forklift is checked for compliance with OH&S and workplace requirements for warning devices, manufacturers specifications and the nature of the load shifting task

1.2 Attachments are checked to ensure appropriate adjustment and operation

1.3 Mirrors and seats are adjusted for safe operation by the driver

1.4 Log books are checked and appropriate workplace documentation is completed in accordance with workplace requirements

2 Drive the forklift

2.1 Forklift is started, steered, manoeuvred, positioned and stopped in accordance with regulations and manufacturers instructions

2.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage

2.3 Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques
2.4 Forklift is driven in reverse, maintaining visibility and achieving accurate positioning
2.5 The forklift is parked, shut down and secured in accordance with manufacturers specifications, regulations and workplace procedures

3 Operate a forklift to handle loads
3.1 The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected
3.2 The load is lifted, carried, lowered and set down in accordance with OH&S legislation, manufacturers specifications and company procedures

4 Monitor site conditions
4.1 When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made
4.2 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
5.1 Performance and efficiency of vehicle operation is monitored during use
5.2 Defective/irregular performance and malfunctions reported to relevant personnel
5.3 Forklift records are maintained/updated in accordance with workplace procedures and legislative requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant duty of care requirements pertaining to the operation of a forklift
- Relevant OH&S and environmental procedures and regulations
- Workplace operating procedures
- Forklift controls, instruments and indicators and their use
- Forklift handling procedures
- Procedures to be followed in the event of an operational emergency
- Engine power management and safe operating strategies
- Efficient driving techniques
- Operating hazards and related defensive driving and hazard control techniques
- Pre-operative checks carried out on forklift and related action
- Principles of stress management when driving a forklift
- Site layout and obstacles

Required skills:
• Communicate effectively with others when operating a forklift
• Read and interpret instructions, procedures, information and signs relevant to the operation of a forklift
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of a forklift
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating a forklift
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when operating a forklift
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a forklift
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories)
• Monitor performance of forklift and its equipment and take appropriate action where required
• Ensure that a forklift and its equipment are maintained in terms of service schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Types of forklift may include:
• counterbalance trucks
• reach trucks
• pallet trucks
Operations may be carried out in typical forklift operational situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road or worksite
- while at a workplace

Customers may be:

- internal or external

Workplaces may comprise:

- large, medium or small worksites

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Loads to be shifted may require:

- special precautions

Loads to be shifted may be:

- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Forklift handling procedures may include:

- starting a forklift
- steering and manoeuvring a forklift
- accelerating and braking
- positioning and stopping a forklift
- reversing a forklift
- operating forklift controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of forklift
- checking and topping up of fluid levels
- checks of tyres
- checks of operation of forklift lights and indicators
- checks of brakes
Hazards may include (examples only):
- wet and iced operating surfaces
- oil on operating surface
- faulty brakes
- workplace obstacles and other operational equipment and vehicles
- damaged loads and pallets
- other personnel in work area

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protection equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes, including IMDG markings and HAZCHEM signs
- manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification
- Australian Standard 2359 - Industrial Truck Code
- manufacturers specifications for forklift and associated equipment
- operations and service record book or log
- workplace procedures and policies for the operation of forklifts
- supplier and/or client instructions
- ADG Code and material safety data sheets
- regulatory requirements concerning the use of forklifts
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable procedures and codes may include:

- relevant state/territory regulations pertaining to the operation of forklifts
- relevant codes and standards, including Australian Standard 2359 - Industrial Truck Code
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the
workplace
TLID107C  Shift materials safely using manual handling methods

Unit Descriptor
This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations concerning the manual lifting and movement of loads.

Work is performed under some supervision generally within a team environment.

Work involves the application of the basic principles for the safe lifting and movement of loads when shifting materials using manual handling methods as part of day-to-day work.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Assess risks arising from the relocation of the load
1.1 Products, goods or materials to be relocated are identified
1.2 Locations for storage are determined and potential routes to be followed are identified
1.3 Effect of load relocation on original load base is predicted
1.4 Points of balance are estimated
1.5 Required clearances are compared to available space and adjustments made
1.6 Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered
1.7 Potential risks in route(s) which may be followed are considered
1.8 Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods
1.9 Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified
1.10 Team lifting processes are considered for application
1.11 Appropriate personal protective equipment is worn

2 Plan load relocation
2.1 Relocation of the load is planned consistent with the code of
practice for manual handling

2.2 Process for relocating load is proposed including predicting and planning for potential difficulties

2.3 Proposed process is checked against code of practice and workplace procedures for compliance

3 Relocate load

3.1 Actions for lifting, lowering and carrying, pulling and pushing a load are in accordance with workplace procedures and OH&S requirements

3.2 Applications appropriate for team relocation of load are identified

3.3 Team lifting tasks are coordinated

3.4 Planned process and route are followed

3.5 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability

3.6 Relocation is checked to see that it meets work requirements, with any variance(s) reported

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Relevant OH&S procedures and guidelines concerning the manual lifting and movement of loads

• Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: the load on the spine during lifting; controlled actions on a movement during lifting; rotation and side movement of the spine during lifting; postures and positions during lifting; work layout; the type, weight and position of the load; frequency of shifting operations; distance over which load is to be shifted; and time allowed for the shifting of the load

• Workplace procedures and policies for the handling of furniture and effects

• Housekeeping standards procedures required in the workplace

• Site layout and obstacles

Required skills:

• Communicate effectively with others when manually lifting and handling materials and goods

• Read and interpret instructions, procedures and information relevant to the manual lifting and handling of materials and goods

• Interpret and follow operational instructions and prioritise work

• Work collaboratively with others when manually lifting and handling materials and goods

• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when manually lifting and handling materials and goods in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected situations that may occur when manually lifting and handling materials and goods
• Apply precautions and required action to minimise, control or eliminate risks that may exist when manually lifting and handling materials and goods
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in loads and materials in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

The shifting operations may be conducted:

• in a range of work environments
• by day or night

Customers may be:

• internal or external

Workplaces may comprise:

• large, medium or small worksites

Work may be conducted in:

• restricted spaces
• exposed conditions
• controlled or open environments

Materials to be shifted may include:

• goods
• equipment and tools
• cleaning materials
• components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc.
• materials used in the course of work such as drums of fuel, raw materials, packaging, etc.

Loads to be shifted may be:

• irregularly shaped
• packaged or unpackaged
• labelled or unlabelled
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

• goods identification numbers and codes
• manifests, bar codes, goods and container identification
• manufacturers specifications for equipment/tools
• workplace procedures and policies
• supplier and/or client instructions
• material safety data sheets
• codes of practice including the National Standards for Manual Handling and the Industry Safety Code
• relevant legislation, regulations and related documentation
• award, enterprise bargaining agreement, other industrial arrangements
• standards and certification requirements
• quality assurance procedures
• emergency procedures

Applicable regulations and legislation may include:

• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation
• workplace relations regulations
• workers compensation regulations
• licence, patent or copyright arrangements
• dangerous goods and air freight regulations
• export/import/quarantine/bond requirements
• marine orders

EVIDENCE GUIDE

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

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

• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  • the underpinning knowledge and skills
  • relevant legislation and workplace procedures
  • other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  • a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  o access to an appropriate range of relevant
    operational situations in the workplace

- In both real and simulated environments, access is
  required to:
  o relevant and appropriate materials and/or
    equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  o through appropriately simulated activities at
    the registered training organisation, and/or
  o in an appropriate range of situations in the
    workplace
TLID1107C   Conduct specialised forklift operations

Unit Descriptor
This unit involves the skills and knowledge required to operate a forklift with specialised attachments or all-terrain equipment, including checking attachments and worksite for suitability, selecting the type of forklift and accessories for required load shifting tasks, and shifting load and completing work in accordance with operational requirements. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant state/territory OH&S authority. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Specialised operation of a forklift must be carried out in compliance with the licence requirements and regulations of the relevant state/territory authority.

Specialised operation of a forklift is performed under some supervision, generally within a team environment. It involves the application of equipment operation principles and procedures to maintain the safety and specialised operation of a forklift in a wide variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Check attachments and worksite for suitability
1.1 Suitable work site is selected for operations
1.2 Work area is checked for overhead obstructions and proximity to service delivery lines
1.3 Barriers or warning signs are erected in areas subject to passing traffic
1.4 Attachments and platforms are securely fixed to carriage or tines
1.5 Personnel support platforms are inspected to ensure compliance with the relevant Australian Standard

2 Select type of forklift and accessories for the required workplace task
2.1 Special equipment, accessories or attachments are identified to match load characteristics and work requirements
2.2 Appropriate specialised equipment is selected
2.3 Existing attachments are removed and stored according to workplace procedures
2.4 Specialised equipment is fitted according to manufacturers instructions and workplace procedures
2.5 Designated staff are notified regarding specialist operations

3 Shift load and complete work

3.1 Equipment is operated within safe working limits and to maximise efficiency of operations
3.2 Load is lifted, carried and set down in accordance with workplace and manufacturers procedures and regulatory requirements
3.3 Documentation is completed reporting any damage or faults to goods or equipment
3.4 Specialist equipment and forklift are returned to appropriate storage/parking area

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant duty of care requirements pertaining to the specialised operation of a forklift
- Relevant OH&S and environmental procedures and regulations
- Workplace operating procedures
- Forklift controls, instruments and indicators and their use
- Types of forklift accessories and ancillary equipment, their purposes and procedures for their use
- Handling procedures for forklifts involved in specialised operations
- Procedures to be followed in the event of an operational emergency
- Operating hazards and related defensive driving and hazard control techniques
- Engine power management and safe operating strategies
- Efficient driving techniques
- Pre-operational checks carried out on forklift and accessories and related action
- Site layout and obstacles
- Principles of stress management when driving a forklift

Required skills:
- Communicate effectively with others when conducting specialised forklift operations
- Read and interpret instructions, procedures, information and signs relevant to specialised forklift operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to specialised forklift operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting specialised forklift operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when conducting specialised forklift operations in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may occur when conducting specialised forklift operations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during specialised forklift operations
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories)
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Types of forklift may include: • counterbalance trucks
• reach trucks
• pallet trucks
• container-handling heavy forklifts
• vacuum
• top frame

Specialised forklift operations may be carried out in typical forklift operational situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road or worksite
• while at a workplace

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites
Specialised forklift may be used to assist in a range of workplace tasks, including:

- stock/goods/container handling
- loading and unloading vehicles
- stacking stock and goods
- lifting and moving equipment
- transporting materials and goods in a workplace

Work may be conducted in:

- restricted spaces
- exposed conditions
- controlled or open environments

Loads to be shifted may require:

- special precautions

Specialised forklift operations may involve the use of a range of attachments and accessories, including:

- spikes
- drum carriers
- bale carriers
- tines
- personnel carriers
- high reaching
- pantograph
- jibs
- paper clamps
- hooks
- side lifters

Loads to be shifted may be:

- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted
- containerised

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives
| Forklift operational procedures may include: | • starting a forklift (including pre-start checks)  
• steering and manoeuvring a forklift  
• accelerating and braking  
• positioning and stopping a forklift  
• reversing a forklift  
• operating forklift controls, instruments and indicators  
• using defensive driving techniques  
• managing engine performance |
| Pre-operational checks may include but are not limited to: | • visual checking of forklift and its associated accessories and equipment  
• checking and topping up of fluid levels  
• checks of tyres  
• checks of operation of forklift lights and indicators  
• checks of brakes |
| Post-operational checks may include but are not limited to: | • parking in a safe place  
• shutting down forklift  
• lowering all equipment  
• visually checking for faults or damage |
| Hazards may include (examples only): | • wet and iced operating surfaces  
• oil on operating surface  
• faulty brakes  
• workplace obstacles and other operational equipment and vehicles  
• damaged loads and pallets  
• other personnel in work area |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | • company procedures  
• enterprise procedures  
• organisational procedures  
• established procedures |
| Personal protective equipment may include: | • gloves  
• safety headwear and footwear  
• safety glasses  
• two-way radios  
• high visibility clothing |
Information/documents may include:

- goods identification numbers and codes, including IMDG markings and HAZCHEM signs
- manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification
- Australian Standard 2359 - Industrial Truck Code
- manufacturers specifications for forklift and associated accessories and equipment
- operations and service record book or log
- workplace procedures and policies for the operation of forklifts
- supplier and/or client instructions
- material safety data sheets
- regulatory requirements concerning the use of forklifts
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations pertaining to the operation of forklifts
- relevant codes and standards, including Australian Standard 2359 - Industrial Truck Code
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Operate specialised load shifting equipment

Unit Descriptor
This unit involves the skills and knowledge required to operate specialised load shifting equipment in accordance with workplace requirements and relevant regulatory requirements, including planning work for the current working conditions; using controls and equipment operating systems to manage movement of the unit and accessory operations; locating load and identifying load characteristics; moving materials and loads; monitoring and operating controls; and stopping, parking and securing equipment after operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes, regulations, licence and/or permit and workplace requirements relevant to operation of the specialised load shifting equipment concerned. Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the operation of specialised load shifting equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan work for the current working conditions
1.1 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
1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments are used to transport the load
1.3 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
2.1 Equipment is prepared and any appropriate attachment fitted
2.2 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine
2.3 Engine is started in accordance with manufacturers guidelines to bring the engine to speed
2.4 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and enterprise safety requirements
2.5 Engine power is managed for efficiency of equipment movement and economy of equipment operations
2.6 Equipment operations are conducted within the manufacturer’s specified torque range
2.7 Any faults or damage to equipment are immediately reported to the appropriate personnel

<table>
<thead>
<tr>
<th>3 Locate load and identify load characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Load is located and identified according to instructions</td>
</tr>
<tr>
<td>3.2 Loading and unloading plans are followed to ensure efficiency and safety of operations</td>
</tr>
<tr>
<td>3.3 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed</td>
</tr>
<tr>
<td>3.4 Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work</td>
</tr>
<tr>
<td>3.5 Load weight and dimensions are within the capacity of the equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4 Move materials and loads</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Equipment is manoeuvred and positioned using smooth and controlled movements</td>
</tr>
<tr>
<td>4.2 Manoeuvres are within the limits of the equipment and in line with manufacturers specifications</td>
</tr>
<tr>
<td>4.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5 Monitor and operate controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions</td>
</tr>
<tr>
<td>5.2 Control systems are understood and acted upon in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures</td>
</tr>
<tr>
<td>5.3 Control faults are identified and reported in accordance with manufacturers instructions and workplace guidelines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6 Stop, park and secure equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Equipment is brought to a controlled halt within manufacturers guidelines</td>
</tr>
<tr>
<td>6.2 Equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures</td>
</tr>
<tr>
<td>6.3 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</td>
</tr>
</tbody>
</table>
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Regulations relevant to the operation of specialised load shifting equipment, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of the specialised load shifting equipment
- Focus of operation of work systems, equipment, management and site operating systems for the operation of the specialised load shifting equipment
- The purpose, characteristics, capabilities, requirements and limitations of the specialised load shifting equipment
- Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and ADG Code documentation (where applicable)
- Problems that may occur when operating specialised load shifting equipment and appropriate action that can be taken to resolve the problems
- Operational safety requirements and precautions for the specialised load shifting equipment concerned
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles
- Relevant permit and licence requirements

**Required skills:**
- Communicate effectively with others when operating specialised load shifting equipment
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of specialised load shifting equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating specialised load shifting equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating specialised load shifting equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when operating specialised load shifting equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of specialised load shifting equipment
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant gear and accessories when operating specialised load shifting equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of specialised load shifting equipment and take appropriate action where required
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- holds on ships
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Equipment may include:
- reach stackers
- straddle trucks
- excavators
- front-end loaders (over 10 tonne)
- bulldozers (both in transport and shipping terminals and in the holds of ships)
- straddle carriers
Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Hazards in the work area may include exposure to:

- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- service lines
- spills, leakages and ruptures
- dust/vapours
- faulty gear/equipment/tools

Consultative processes may involve:

- workplace personnel including supervisors and managers
- equipment manufacturers and suppliers
- site visitors and contractors
- union representatives, industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- electronic data interchange (EDI)
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies for the operation of the specialised load shifting equipment concerned
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- equipment identification labels, bar codes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes, regulations and licence/permit requirements pertaining to the operation of the specialised load shifting equipment concerned including the ADG Code (where applicable)
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID1307C Move materials mechanically using automated equipment

Unit Descriptor
This unit involves the skills and knowledge required to move materials mechanically using automated equipment such as automatic guided vehicles, tow motors, high level order pickers, conveyor systems, and mechanised pallet movers. This includes selecting appropriate mechanical moving equipment (where relevant), moving materials/goods in accordance with operational requirements, checking condition of materials/goods and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations concerning the movement of materials mechanically using automated equipment.

Work is performed under limited or minimum supervision. It involves the application of the basic principles and routine procedures for the safe movement of materials mechanically using automated equipment.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Select load moving equipment
1.1 The mechanised handling equipment, the route to be taken and procedures to be used are selected appropriate to the characteristics of the goods
1.2 Dangerous goods and hazardous materials are identified and handled in accordance with codes of practice, OH&S requirements and workplace procedures

2 Move goods
2.1 Goods are moved using the selected materials handling equipment in accordance with occupational health and safety regulations, manufacturers instructions and company procedures
2.2 Problems in the movement of goods and materials using the automated equipment are identified and are reported in accordance with workplace procedures

3 Check goods and complete documentation
3.1 Moved goods are inspected for possible damage during transit/movement and appropriate action is taken
3.2 All required documentation is completed for the tracking of
the moved goods in accordance with company requirements

**REQUIRED KNOWLEDGE AND SKILLS**
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Regulations relevant to the use of automated equipment to move materials mechanically
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the use of automated equipment to move materials mechanically
- Focus of operation of work systems, equipment, management and site operating systems for the use of automated equipment to move materials mechanically
- The purpose, characteristics, capabilities, requirements and limitations of the automated materials moving equipment
- Problems that may occur during the use of automated equipment to move materials mechanically and appropriate action that can be taken to resolve the problems
- Risks when using automated equipment to move materials and related precautions to control the risks
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

**Required skills:**
- Communicate effectively with others when using automated equipment to move materials mechanically
- Read and interpret instructions, procedures, information and signs relevant to the use of automated equipment to move materials mechanically
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the use of automated equipment to move materials mechanically
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when using automated equipment to move materials mechanically
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using automated equipment to move materials mechanically in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of automated equipment and take appropriate action where required
- Ensure servicing of automated equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids (where applicable) and carry out lubrication processes in the course of work activities

RANGE STATEMENT

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

The operations may be conducted:
- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Mechanised equipment may include a range of goods and materials handling equipment such as:
- automatic guided vehicle
- tow motors
- high level order picker
- conveyor system
- mechanised pallet mover

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials
- moving and rotating equipment and vehicles

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers instructions concerning the use and servicing of automated mechanical equipment
- workplace procedures and policies
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- ADG Code and regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLID1407C Load and unload vehicles carrying special loads

**Unit Descriptor**
This unit involves the skills and knowledge required to load and unload vehicles carrying special loads, including loading and unloading the special load onto and from the vehicle, securing and protecting the vehicle and the load, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the licence and permit requirements and regulations of the relevant state/territory roads and traffic authority as well as the specific code, regulatory and permit requirements pertaining to the special load being carried.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles, routine procedures and regulatory requirements to the loading and unloading of vehicles designed to carry special loads.

**Competency Field**
D – Load Handling

<table>
<thead>
<tr>
<th><strong>ELEMENT</strong></th>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Load and unload vehicle</strong></td>
<td>1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Hazardous cargo is identified and handled in accordance with required procedures for hazardous and dangerous cargo</td>
</tr>
<tr>
<td></td>
<td>1.3 Vehicle is loaded demonstrating compliance with vehicle loading regulations and workplace safety requirements</td>
</tr>
<tr>
<td></td>
<td>1.4 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation</td>
</tr>
<tr>
<td></td>
<td>1.5 Vehicle is unloaded or partially unloaded in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load</td>
</tr>
<tr>
<td></td>
<td>1.6 Ancillary equipment is operated in accordance with company procedures and manufacturers instructions during loading and unloading operations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Secure and protect</strong></th>
<th>2.1 The vehicle load is secured using the correct load restraint and</th>
</tr>
</thead>
</table>
vehicle and load protection equipment for different loads, vehicles and carriage conditions

2.2 The load is protected in accordance with legal and workplace safety requirements

2.3 The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle

3 Complete documentation

3.1 The loaded vehicle is inspected and checked for security to travel

3.2 All required transportation documentation for the cargo is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant state/territory mass and loading regulations and regulations pertaining to the various types of special loads, including Australian Dangerous Goods (ADG) and Australian Explosives Code where applicable
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Characteristics of various types of special loads
- Risks and hazards when loading and unloading various types of special loads and related precautions to control the risk
- Workplace procedures and policies for the loading and unloading of vehicles designed to carry special loads
- Containers and goods coding, IMDG markings and where applicable emergency information panels, including their meaning and implications for loading and unloading processes
- Housekeeping standards procedures required in the workplace
- Methods of securing various types of special loads
- Site layout and obstacles

Required skills:

- Communicate effectively with others when loading and unloading special loads
- Read and interpret instructions, procedures, information and signs relevant to the loading and unloading of special loads
- Identify and interpret containers and goods coding, IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of special loads
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when loading and unloading special loads
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when loading and unloading special loads in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise when loading and unloading special loads
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading and unloading of special loads
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify and correctly use equipment required to load and unload the various types of special loads
• Safely use manual handling techniques and to operate manually

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

Type of vehicle may include all vehicles designed to carry special loads, for example:
- concrete agitator
- livestock transporter
- armoured car
- tanker
- refrigerated vehicle
- waste vehicle
- fresh produce vehicle
- car carrier
- container carrier
- recovery vehicle
- vehicles carrying dangerous goods or explosives

Loading and unloading operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites
Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Loads to be shifted may be:
- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Loading operations may be carried out:
- manually
- with the aid of lifting equipment and/or appliances

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- National Load Restraint Guide
- Australian Truck Drivers Manual
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Code of Practice for the Safe Transport of Radioactive Substances
  - state/territory legislation covering the safe handling of infectious substances
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in
demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLID1507D**  
**Identify and label explosives and dangerous goods**

**Unit Descriptor**  
This unit involves the skills and knowledge required to identify and label explosives and dangerous goods, including assessing explosives/dangerous goods; handling explosives/dangerous goods in accordance with regulatory requirements; labelling explosives/dangerous goods in accordance with regulatory requirements; and complying with all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in compliance with the regulatory requirements of the relevant Australian state/territory authorities concerned with the carriage of explosives and dangerous goods including the current Australian Dangerous Goods and Australian Explosives Codes.

Work is performed under limited or minimum supervision. It involves the application of standard procedures and regulatory requirements for the identification and labelling of explosives and dangerous goods.

**Competency Field**  
D – Load Handling

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

1. **Assess explosives/dangerous goods**
   1.1 Load is checked for explosives/dangerous goods in accordance with the relevant codes and government regulations
   1.2 Types of explosives/dangerous goods are identified from labels, DG declarations and placarding in accordance with workplace procedures, and all required action is taken to ensure compliance with relevant government regulations and ADG/Australian Explosives Codes as applicable
   1.3 Hazards posed by load are identified from labels and material safety data sheets (MSDS)

2. **Handle explosives/dangerous goods**
   2.1 Identified explosives/dangerous goods are handled and loaded/unloaded in accordance with regulatory requirements, codes, National Load Restraint Guide, and employer policy
   2.2 Appropriate personal protective equipment is used when handling explosives/dangerous goods in accordance with class, subsidiary risk and MSDS information
   2.3 Handling of different types of load takes into account the
identified hazards posed by the explosives/dangerous goods concerned

2.4 When loading/storing explosives/dangerous goods, segregation procedures are followed according to the class and subsidiary risk information

3 Label explosives/dangerous goods

3.1 All packages/containers are labelled with the class and subsidiary risk in accordance with current ADG/Australian Explosives Codes as applicable

3.2 A dangerous goods declaration is included with manifest and other shipping documents

3.3 Vehicles carrying explosives and/or dangerous goods are placarded in accordance with current ADG/Australian Explosives Codes as applicable

4 Complete documentation

4.1 All required transport documents are completed in accordance with current ADG/Australian Explosives Codes as applicable

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant Australian and state/territory regulations and codes pertaining to the identification and labelling of explosives and dangerous goods including the current ADG and Australian Explosives Codes
• OH&S procedures and guidelines concerning the lifting and movement of loads
• Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk
• Workplace procedures and policies for the identification and labelling of explosives and dangerous goods
• Characteristics of explosives and dangerous goods relevant to handling and transport
• Compatibility of various types of explosives and dangerous goods
• Site layout and obstacles
• Housekeeping standards procedures required in the workplace

Required skills:
• Communicate effectively with others when loading, unloading and handling explosives and dangerous goods
• Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods
• Interpret material safety data sheets, containers and goods coding, markings and other information describing explosives and dangerous goods including, where applicable, emergency information panels for the mode of transport/storage selected
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the loading, unloading and handling of explosives and dangerous goods
• Correctly mark/label explosives and dangerous goods
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when loading, unloading and handling explosives and dangerous goods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when loading, unloading and handling explosives and dangerous goods in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise when loading, unloading and handling explosives and dangerous goods
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading, unloading and handling of explosives and dangerous goods
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments
• a workplace, warehouse or depot
• in a vehicle on the road
• at a client's workplace
Goods/cargo to be identified and classified may:
• require special precautions for handling and storage

Classes of dangerous goods and explosives are:
• as defined in the respective Australian codes

Standard marking and signage for identified explosives and dangerous goods is:
• as required in the respective Australian codes

Personnel in the work area may include:
• workplace personnel
• site visitors
• contractors
• official representatives

Communication in the work area may include:
• phone
• electronic data interchange
• fax
• email
• internet
• radio
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• high visibility clothing
Information/documents may include:

- goods identification numbers, codes, markings and signs
- codes of practice including the Australian/International Dangerous Goods Codes and the Australian/International Explosives Codes
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the loading and unloading of vehicles
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant state/territory environmental protection legislation
- equal opportunity legislation
- workplace relations regulations
- equal employment and affirmative action legislation
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying explosives and dangerous goods from labels in accordance with regulatory requirements and practices
  - handling explosives and dangerous goods
to regulatory requirements, codes, National Load Restraint Guide and employer policy as appropriate

- locating, interpreting and applying relevant codes and regulations
- identifying the hazards from labels of explosives and dangerous goods
- identifying the personal protective equipment required when handling explosives and dangerous goods
- maintaining workplace records for the explosives and dangerous goods

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID1607D  Load and unload explosives and dangerous goods

Unit Descriptor
This unit involves the skills and knowledge required to load and unload explosives and dangerous goods, including identifying explosives/dangerous goods; loading and unloading explosives/dangerous goods using appropriate equipment; securing and protecting the vehicle load; and checking the vehicle to ensure the load is secure and the vehicle is marked in accordance with regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and state/territory regulations including the current Australian Dangerous Goods (ADG) Code, the current Australian Explosives Code, and mass and loading regulations.

Work is performed under limited or minimum supervision. It involves the application of the basic principles, routine procedures and specific regulatory requirements to the loading and unloading of explosives and dangerous goods in a range of operational situations.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Prepare to load and unload vehicle
1.1 Explosives and/or dangerous goods are identified and their characteristics taken into account when determining appropriate handling, loading and storage procedures including confirmation that the relevant emergency procedures are being carried out
1.2 Compatibility of explosives and/or dangerous goods is taken into account when assembling and segregating cargo for loading
1.3 Vehicle and/or loading equipment is checked to ensure it is suitable to handle/carry load

2  Load/unload vehicle
2.1 Vehicle is loaded/unloaded in accordance with workplace procedures and the current ADG/Australian Explosives Code as applicable
2.2 The load is segregated according to class and subsidiary risk, and the distribution of the load is checked in accordance with workplace procedures, relevant mass and loading regulations and the current ADG/Australian Explosives Code as
applicable

2.3 Personal protective equipment is used during the loading/unloading operations as required for the type of dangerous goods/explosive concerned

2.4 Emergency procedures are followed in the event of an incident or accident when loading or unloading explosives and/or dangerous goods

2.5 Emergency procedures are followed in the event of a safety incident or accident when loading dangerous goods or explosives

3 Secure and protect vehicle load

3.1 The vehicle load is secured using the correct load restraint and protection equipment for different loads, vehicles and carriage conditions concerned

3.2 The load is protected in accordance with legal and workplace safety requirements

3.3 The distribution of the load is checked to ensure that it is even, legal and within the safe working capacity of the vehicle

3.4 Vehicle is clearly marked/placarded to indicate the carriage of explosives and/or dangerous goods, in accordance with government regulations and company procedures

4 Check the vehicle

4.1 The loaded vehicle is inspected and checked to ensure that it is suitable to carry explosives and/or dangerous goods and the load weight and dimensions are within the vehicle's safe carrying capacity and equipment capability

4.2 The loaded vehicle is checked to ensure that it can be safely parked and secured

4.3 Dangerous goods declaration and all required transportation documentation for the cargo is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant Australian and state/territory regulations and codes pertaining to the identification, handling and marking of explosives and dangerous goods
- Relevant state/territory mass and loading regulations
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk
- Workplace procedures and policies for the loading and unloading of explosives and dangerous goods
• Characteristics of various classes of explosives and dangerous goods relevant to handling and transport
• Compatibility of various types of explosives and dangerous goods
• Housekeeping standards procedures required in the workplace
• Manual handling techniques and manually-operated load shifting equipment required for the loading, unloading and handling of explosives and dangerous goods
• Methods of securing a load on a vehicle
• Methods of placarding or marking a vehicle carrying explosives/dangerous goods

Required skills:
• Communicate effectively with others when loading, unloading and handling explosives and dangerous goods
• Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods
• Identify and interpret containers and goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Estimate the size, shape and special requirements of loads
• Work collaboratively with others when loading, unloading and handling explosives and dangerous goods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when loading, unloading and handling explosives and dangerous goods
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading, unloading and handling of explosives and dangerous goods
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Use manual handling techniques and operate manually-operated load shifting equipment when loading, unloading and handling explosives and dangerous goods
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

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

Operations may be conducted:  • in a range of work environments and weather conditions
                                   • by day or night

Customers may be:  • internal or external

Workplaces may comprise:  • large, medium or small worksites

Work may be conducted in:  • limited and restricted spaces
                          • exposed conditions
                          • controlled or open environments
                          • a workplace, warehouse or depot
                          • in a vehicle on the road
                          • at a client's workplace

Goods/cargo to be loaded and unloaded may require:  • special precautions for handling and stacking

Classes of dangerous goods and explosives are:  • as defined in the respective Australian codes

Standard placarding, marking and signage for identified explosives and dangerous goods are:  • as required in the respective Australian codes, including HAZCHEM Codes

Personnel in the work area may include:  • workplace personnel
                                        • site visitors
                                        • contractors
                                        • official representatives

Communication in the work area may include:  • phone
                                             • electronic data interchange
                                             • fax
                                             • email
                                             • internet
                                             • radio
                                             • oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  • company procedures
                                                        • enterprise procedures
                                                        • organisational procedures
                                                        • established procedures
Loading operations may be carried out:

- manually
- with the aid of lifting equipment and/or appliances

Load restraint procedures and equipment are:

- as specified in mass and loading regulations and guidelines and current ADG Code/Australian Explosives Code as applicable

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes, including current ADG Code and IMDG markings and HAZCHEM signs
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- manifests, bar codes, goods and container identification/serial number
- material safety data sheets
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the loading and unloading of vehicles
- supplier and/or client instructions
- National Load Restraint Guide
- Australian Truck Drivers Manual
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Code of Practice for the Safe Transport of Radioactive Substances
  - state/territory legislation covering the safe handling of infectious substances
- relevant state/territory environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying load characteristics, loading equipment and related practices
  - identifying load label in accordance with identified classification and subsidiary risk information
  - identifying markings/placards for vehicle in accordance with relevant regulatory requirements
  - segregating, distributing and securing load for safe transport in accordance with regulations and current ADG/AEG Code requirements
  - safely loading and unloading explosives and dangerous goods in accordance with
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID1807C  Handle furniture and effects

Unit Descriptor
This unit involves the skills and knowledge required to handle furniture and effects during the course of a removal, including preparing for the removal, moving furniture items in accordance with the removal plan, and loading/unloading the furniture onto/from the removal vehicle. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant industry codes of practice for the handling of furniture and effects.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the handling of furniture and effects in a range of furniture removal contexts.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for removal
1.1 Appropriate removals equipment and materials are selected and work areas are organised in consultation with the client upon arrival at the client's premises
1.2 Hazardous items are identified through consultation with client in accordance with workplace procedures
1.3 Protective coverings and drop cloths are placed in packing and traffic areas in accordance with workplace procedures
1.4 Checks are made that the client has prepared specific items for removal as required by workplace policy
1.5 Routes for the lifting and movement of furniture and effects to the vehicle are identified, and floors, pathways and/or stairs are checked to ensure they are free of obstacles and hazards before any goods are handled

2 Move furniture items
2.1 Furniture and effects are selected, lifted, moved and loaded onto the vehicle in accordance with removals documentation, OH&S regulations and workplace procedures
2.2 Special lifting and moving equipment is selected and used in accordance with OH&S regulations and workplace procedures

3 Load vehicle
3.1 Vehicle/container is prepared for the loading process and furniture and effects are stowed and secured in accordance with removals documentation, client's requirements and
workplace procedures
3.2 Furniture and effects are unloaded from vehicle/container and stored in accordance with removals documentation and workplace policy
3.3 All required removals documentation is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• OH&S procedures and guidelines concerning the lifting and movement of loads
• Risks when handling furniture and effects during a removal and related precautions to control the risk
• Workplace procedures and policies for the handling of furniture and effects
• Specialised lifting equipment and procedures for its use
• Insurance rights and responsibilities
• Housekeeping standards and procedures during a removal
• Methods of securing a load on a removal vehicle

Required skills:
• Communicate effectively with others when handling furniture and effects during removal operations
• Read and interpret instructions, procedures, information and signs relevant to the handling of furniture and effects during removal operations
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the handling of furniture and effects during removal operations
• Work collaboratively with others when handling furniture and effects during removal operations
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when handling furniture and effects during removal operations in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when handling furniture and effects during removal operations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to furniture or equipment
• Operate and adapt to differences in furniture, equipment and operating environment in accordance with standard operating procedures
• Identify and correctly use equipment required to handle furniture and effects
• Identify dangerous goods and other items that are prohibited carriage during a removal and take appropriate action as per regulatory requirements and standard operating procedures
• Service equipment in terms of maintenance schedule and standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Removal load may include:
• any household and workplace furniture and effects including fridges, freezers, washing machines, bed ends, mattresses and bases, lamp shades, pendulum clocks, carpets, tables and chairs, television sets, stereo and audio equipment

Customers may be:
• internal or external

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments
• a workplace, warehouse or depot
• in a vehicle on the road
• at a client's home/workplace

Furniture and effects to be handled may:
• require special precautions

Principles of loading a removal vehicle include:
• light over heavy
• glass turned inside
• handles covered
• proper use of hessians and pads on all items
• tightly pack and secure all items
Hazards during the handling of furniture and effects may include:

- lifting injuries
- fire
- vehicle movement during furniture loading/unloading operations
- accident in use of equipment
- being run over by load shifting equipment
- broken glass
- protruding features of furniture
- dangerous goods

Handling operations may be carried out:

- manually
- with the aid of lifting equipment and/or appliance

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety footwear
- safety glasses

Information/documents may include:

- industry codes for furniture removal operations
- removals documentation
- client instructions
- workplace procedures and policies for the handling of furniture and effects during a removal
- manufacturers specifications for equipment/tools
- material safety data sheets where relevant
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian Dangerous Goods Code and associated regulations
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID1907C  Pack and unpack cartons during a removal

Unit Descriptor
This unit involves the skills and knowledge required to pack and unpack cartons during a removal, including preparing for packing, packing and unpacking cartons, and completing packing/unpacking process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant industry codes of practice for the packing and unpacking of cartons during a removal.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the handling of furniture and effects in a range of furniture removal contexts.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for packing

1.1 Convenient, suitable and unrestricted work area is selected and prepared in consultation with the client for either packing or unpacking

1.2 The items for removal are identified and the order of packing is determined in accordance with removals documentation

1.3 Cartons, protective and other materials are selected and located in an accessible area

1.4 Items ineligible for removal are identified in accordance with industry standards and company policy and appropriate action taken in consultation with client

2 Pack and unpack cartons

2.1 Items for removal are wrapped and packed in accordance with industry standards and company procedures

2.2 Fragile or valuable items are specially wrapped and positioned in accordance with company procedures and industry standards

2.3 Cartons are sealed and labelled in accordance with removals documentation and company procedures

2.4 Cartons are unpacked and goods unwrapped and stored in accordance with removals documentation and company procedures

2.5 Hazardous items are identified and appropriately transported
3 Complete packing/unpacking process

3.1 Used cartons are folded and removed and rubbish disposed of in accordance with company procedures

3.2 All required removals documentation is completed in accordance with company requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- OH&S procedures and guidelines concerning packing and unpacking of furniture and effects
- Risks when packing and unpacking furniture and effects during a removal and related precautions to control the risk
- Workplace procedures and policies for the packing and unpacking of furniture and effects
- Packing techniques for various types of furniture and effects
- Packing materials and tools
- Insurance rights and responsibilities
- Housekeeping standards and procedures during a removal
- Methods of securing a load on a removal vehicle

Required skills:
- Communicate effectively with others when packing and unpacking furniture and effects during a removal
- Read and interpret instructions, procedures and information relevant to the packing and unpacking of furniture and effects during a removal
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the packing and unpacking of furniture and effects during a removal including the completion of labels and packing lists
- Work collaboratively with others when packing and unpacking furniture and effects during a removal
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when packing and unpacking furniture and effects during a removal in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may arise when packing and unpacking furniture and effects during a removal
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the packing and unpacking of furniture and effects during a removal
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in furniture and effects in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Items to be packed/unpacked during a removal may include, for example:
• crockery
• books
• household effects and furniture
• office effects and furniture
• glassware
• electrical/electronic equipment

Customers may be:
• internal or external

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments
• a workplace, warehouse or depot
• in a vehicle on the road
• at a client's home/workplace

Furniture and effects to be packed/unpacked may require:
• special precautions

Hazards during the packing and unpacking of cartons may include:
• heavy items
• fragile items
• broken glass/crockery
• dangerous goods

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Personal protective equipment may include:
• gloves
• safety footwear
• safety glasses
Information/documents may include:

- industry codes for furniture removal operations
- removals documentation
- client instructions
- workplace procedures and policies for packing and unpacking of cartons, including identifying, handling, wrapping and packing various types of items
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLID2007C  Care for livestock in transit

**Unit Descriptor**

This unit involves the skills and knowledge required to prepare and care for livestock in transit, including making preparations to transport livestock, caring for and controlling livestock in transit, and using appropriate animal husbandry techniques, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in compliance with the relevant regulations and industry codes of practice for the care of livestock in transit.

Work is performed under limited or minimum supervision generally within a team environment. It involves the application of the basic principles and routine procedures to the care of livestock during transit.

**Competency Field**

D – Load Handling

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Prepare to transport livestock</strong></td>
<td>1.1 Condition, quality and quantity of livestock to be transported is checked prior to transport operation in accordance with client requirements and workplace policy</td>
</tr>
<tr>
<td></td>
<td>1.2 Any poor quality livestock is identified and reported to specified personnel in accordance with workplace policy</td>
</tr>
<tr>
<td></td>
<td>1.3 Feed provisions and other requirements for livestock prior to and during transit are identified and organised</td>
</tr>
<tr>
<td></td>
<td>1.4 Portable stockyards are assembled as required</td>
</tr>
<tr>
<td><strong>2 Care for and control livestock in transit</strong></td>
<td>2.1 Condition of livestock is regularly monitored during loading, transit and unloading and appropriate action is taken in terms of relevant government regulations, workplace policy, and humane and permit requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Working dogs and appropriate handling equipment are used to aid the handling of livestock during loading and unloading operations in accordance with regulations and workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Required action is taken for the care and well-being of animals in the event of an accident during transit</td>
</tr>
<tr>
<td></td>
<td>2.4 Distressed stock is handled in an appropriate manner in accordance with government regulations and workplace policies</td>
</tr>
</tbody>
</table>
3 Use animal husbandry techniques

3.1 Symptoms of animal diseases and parasites are identified and appropriate action is taken to control them in terms of relevant government regulations, workplace policy, and humane and permit requirements.

3.2 Prescribed medication is administered to livestock in accordance with veterinary directions and workplace policy.

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant regulations concerning the care for livestock in transit
• OH&S procedures and guidelines concerning the lifting and movement of loads
• Risks when caring for livestock during transit and related precautions to control the risk
• Workplace procedures and policies for the caring for livestock during transit
• Specialised livestock handling equipment and procedures for its use
• Insurance rights and responsibilities
• Housekeeping standards and procedures when caring for livestock during transit
• Methods of securing livestock during transit

Required skills:
• Communicate effectively with others when caring for livestock in transit
• Read and interpret instructions, procedures and information relevant to the care of livestock in transit
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the care of livestock in transit
• Work collaboratively with others when caring for livestock in transit
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when caring for livestock in transit in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events during the care of livestock in transit
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to animals or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly use equipment required to care for livestock during transit
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Livestock being cared for in transit may include any livestock able to be transported, such as:
- sheep
- cattle
- horses
- goats
- pigs
- chickens

Customers may be:
- internal or external

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
- a workplace, warehouse or depot
- in a vehicle on the road
- at a client's workplace

Handling operations may be carried out both manually and with the aid of working dogs and livestock handling equipment, including:
- cattle prods
- restraining devices
- portable cattle yards

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear
- safety footwear
Information/documents may include:

- industry codes and government regulations for the care of livestock during transit
- workplace documentation
- client instructions
- workplace procedures and policies for the care of livestock during transit
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- guidelines on livestock husbandry relevant to the care of livestock during transit
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and state/territory regulations relevant to the care of livestock during transit
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLID207C Shift a load using manually-operated equipment

Unit Descriptor
This unit involves the skills and knowledge required to shift loads using manually-operated mechanical equipment, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation with the aid of the equipment in accordance with the plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations concerning the shifting and movement of loads using manually-operated equipment.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles for the safe shifting of loads using manually-operated equipment.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assess risks arising from the relocation of the load

1.1 Products, goods or materials to be relocated are identified
1.2 Location for storage is determined
1.3 Routes to be followed are identified
1.4 Points of balance are estimated
1.5 Effect of moving contents which may be loose, liquid, dangerous or hazardous are considered
1.6 Potential risks in route(s) which may be followed are considered
1.7 Lifting equipment to minimise potential risks is identified
1.8 Appropriate personal protective equipment is worn

2 Plan load relocation

2.1 Load shifting equipment is selected in accordance with workplace procedures
2.2 Safe procedures for using lifting equipment are identified, including the calculation of Safe Working Load (SWL) and/or Working Load Limit (WLL) for weight of goods to be moved
2.3 Process for relocating load is proposed including predicting and planning for potential difficulties
2.4 Proposed process is checked against relevant code of practice
and workplace procedures for compliance

2.5 Lifting equipment and accessories are checked for safe operation in accordance with manufacturers instructions and workplace procedures

3 Relocate load

3.1 Any unsafe equipment is reported to appropriate personnel in accordance with workplace procedures
3.2 Planned process and route are followed using equipment within necessary range of limitations
3.3 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
3.4 Relocation is checked to see that it meets work requirements, and any variances are reported
3.5 Equipment is returned to storage area in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

• Relevant OH&S procedures and guidelines concerning the use of manually-operated equipment to shift loads
• Risks when using manually-operated equipment to shift loads and related precautions to control the risk
• Workplace procedures and policies for the shifting of goods and materials using manually-operated equipment
• Problems that may arise when using manually-operated equipment to shift loads and actions that should be taken to prevent or solve them
• Housekeeping standards procedures required in the workplace
• Site layout and obstacles

Required skills:

• Communicate effectively with others when using manually-operated equipment to shift loads
• Read and interpret instructions, procedures, information and signs relevant to the shifting of loads using manually-operated equipment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Work collaboratively with others when using manually-operated equipment to shift loads
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when using manually-operated equipment to shift loads in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using manually-operated equipment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

The shifting operations may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Materials to be shifted may include:
• goods
• equipment and tools
• cleaning materials
• components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc.
• materials used in the course of work such as drums of fuel, raw materials, packaging, etc.

 Loads to be shifted may be:
• irregularly shaped
• packaged or unpackaged
• labelled or unlabelled
• palleted or unpalleted

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and materials
| Personnel in the work area may include: | Workplace personnel |
| Communication in the work area may include: | Site visitors |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | Contractors |
| | Official representatives |
| | Phone |
| | Electronic data interchange |
| | Fax |
| | Email |
| | Internet |
| | Radio |
| | Oral, aural or signed communications |
| Personal protective equipment may include: | Company procedures |
| | Enterprise procedures |
| | Organisational procedures |
| | Established procedures |
| | Gloves |
| | Safety headwear and footwear |
| | Safety glasses |
| | Two-way radios |
| | High visibility clothing |
| Information/documents may include: | Goods identification numbers and codes |
| | Manifests, bar codes, goods and container identification |
| | Manufacturers instructions concerning the use and servicing of manually-operated load shifting equipment |
| | Workplace procedures and policies |
| | Supplier and/or client instructions |
| | Material safety data sheets |
| | Codes of practice including the National Standards for Manual Handling and the Industry Safety Code |
| | Relevant legislation, regulations and related documentation |
| | Award, enterprise bargaining agreement, other industrial arrangements |
| | Standards and certification requirements |
| | Quality assurance procedures |
| | Emergency procedures |
Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- licence, patent or copyright arrangements
- dangerous goods and air freight regulations
- export/import/quarantine/bond requirements
- marine orders

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
0 in an appropriate range of situations in the workplace
TLID2107C  Use specialised bulk transfer equipment (dry)

Unit Descriptor
This unit involves the skills and knowledge required to use specialised bulk transfer equipment for dry materials, including planning the work, transferring the material according to regulatory and operational requirements, monitoring and operating controls, and completing all operations, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant state/territory regulations concerning the use of specialised equipment for the transfer of dry bulk product.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload dry bulk products.

Competency Field
D – Load Handling

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1  Plan work

1.1 Dangerous or hazardous (including regulated waste), or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work.

1.2 Traffic flow and work area conditions are assessed and anticipated to ensure safe operation and no injury to people, or damage to equipment, loads, facilities or environment.

1.3 Characteristics of the load are taken into account when selecting method, equipment and, where applicable, appropriate attachments to transfer the load.

1.4 Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel.

1.5 Bulk transfer of dry materials is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight and dimensions and the capacity of the equipment.

1.6 Required personal safety equipment, signage, barriers and special precautions are identified in the plan and utilised.

1.7 Procedures to deal with spills, leakages and ruptures are identified.
1.8 Customer requests for variation to agreed operations are actioned within scope of authority or referred to appropriate personnel

2 Transfer material

2.1 Equipment is prepared and any appropriate attachment fitted
2.2 Equipment controls are checked for correct operational status before commencing transfer
2.3 Adjustments are made to process to accommodate special requirements such as temperature control, combustion etc.
2.4 Instruments and gauges are monitored during operations to ensure that operation is consistent with workplace procedures, manufacturers specifications and enterprise schedule and safety requirements
2.5 Speed of operation is managed for safety and efficiency of materials movement and equipment operations
2.6 Any faults or damage to equipment are immediately reported to the appropriate personnel

3 Monitor and operate controls

3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions
3.2 Control systems are monitored to ensure that operation is consistent with workplace procedures, manufacturers specifications, workplace schedule, safety requirements and statutory regulations
3.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods
3.4 Faults are identified and reported in accordance with enterprise guidelines

4 Complete operations

4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures
4.2 Clean up methods for transfer equipment are completed following workplace procedures
4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment
4.4 Workplace documentation is completed and filed following workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting dry bulk product
• OH&S procedures and guidelines concerning the use of specialised bulk transfer equipment
• Risks when transferring dry bulk product and related precautions to control the risk
• Workplace procedures and policies for the efficient use of specialised equipment to transfer dry bulk loads
• Housekeeping standards procedures required in the workplace
• Methods of securing a vehicle following transfer of dry bulk product
• Relevant regulatory, permit and licence requirements including ADG Code

**Required skills:**
• Communicate effectively with others when using specialised equipment to transfer dry bulk product
• Read and interpret instructions, procedures, information and signs relevant to the transfer of dry bulk product using specialised equipment
• Identify goods coding, IMDG markings and, where applicable, emergency information panels
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the transfer of dry bulk product using specialised equipment
• Operate electronic communication equipment to required protocol
• Estimate the mass, volume and special requirements of dry bulk products
• Work collaboratively with others when using specialised equipment to transfer dry bulk product
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using specialised equipment to transfer dry bulk product in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when using specialised equipment to transfer dry bulk product
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of dry bulk product using specialised equipment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to product or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly use equipment required to transfer dry bulk product
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Dry bulk product to be transferred may require:
- special precautions

Hazards in the work area may include exposure to:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- dust/vapours

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator
- high visibility clothing

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

Exposure during work operations may be to:
- corrosive chemicals
- solvents and adhesives
- toxic, explosive and other harmful substances
- movement of equipment, goods, vehicles
Regulatory controls and enterprise procedures may govern requirements for:

- transport
- storage
- volume
- mass
- required controls

Relevant transfer systems may include:

- ducted
- conveyor
- mobile plant
- pipelines
- elevators
- augers

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of dry bulk product
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian regulations relevant to the transfer of dry bulk product
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID2207C  Conduct weighbridge operations

Unit Descriptor
This unit involves the skills and knowledge required to conduct weighbridge operations in accordance with regulatory requirements and workplace procedures, including setting up for weighbridge operations, weighing loaded vehicles, weighing unloaded vehicles, finalising weighbridge operations, and completing required records and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to weighbridge operations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when conducting weighbridge operations in the transport, warehousing, distribution and/or storage industries.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Set up for weighbridge operations

1.1 Weighbridge systems, including equipment, computer and recording arrangements are checked for operational status

1.2 Tests to confirm accuracy of weighbridge operation and related functions are conducted in accordance with workplace procedures, manufacturers instructions and relevant legislation

1.3 Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines

1.4 Faults/discrepancies in weighbridge operation are identified and action is undertaken in accordance with workplace procedures

2 Weigh loaded vehicles

2.1 Vehicles likely to exceed weighbridge weight limit are turned away

2.2 Vehicles are directed onto platform to obtain accurate weight

2.3 Weight of loaded stationary vehicle is registered against vehicle and load identification

2.4 Vehicle and load information is entered into workplace recording system and driver is issued with receipt and/or statement
2.5 Areas of dispute are resolved or forwarded for further action undertaken in accordance with workplace procedures

3 Weigh unloaded vehicles

3.1 Vehicles are directed onto platform to obtain accurate weight
3.2 Weight of unloaded stationary vehicle is registered against vehicle
3.3 Proposed load weight is assessed for conformance to statutory requirements
3.4 Where appropriate, loading operations are commenced in accordance with legal loading weight, customer requirements and workplace procedures with vehicle re-weighed to establish final load weight
3.5 Vehicle and load information is entered into workplace recording system and invoice is issued to driver where appropriate
3.6 Driver signatures on weighbridge documents, invoices or receipts are obtained in accordance with statutory and workplace requirements
3.7 Areas of dispute are resolved or forwarded for further action to be undertaken in accordance with workplace procedures

4 Complete weighbridge operations

4.1 Weighbridge systems, including equipment, computer and recording arrangements are secured or made ready for next shift
4.2 Record of operations is maintained and filed in accordance with workplace procedures and statutory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the conduct of weighbridge operations including Australian Dangerous Goods Code where applicable
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of weighbridge operations
- Problems that may occur when conducting weighbridge operations and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Records and documentation requirements for weighbridge operations
- Classification procedures
- Despatch procedures
- Calculation method and approaches for both metric and imperial systems
- Correct weighing procedures including statutory and workplace requirements
- Emergency response procedures
Site layout

**Required skills:**
- Communicate effectively with others when conducting weighbridge operations
- Read and interpret instructions, procedures and information relevant to the conduct of weighbridge operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of weighbridge operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting weighbridge operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, errors or malfunctions that may occur when conducting weighbridge operations in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of weighbridge operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Set up and maintain weighbridge equipment
- Identify, select and efficiently and effectively use weighbridge equipment
- Monitor performance of weighbridge equipment

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

**Work may be conducted:**
- in a range of work environments
- by day or night

**Customers may be:**
- internal or external

**Workplaces may comprise:**
- large, medium or small worksites

**Workplace environment may include:**
- movement of equipment, goods, products, materials and vehicular traffic
Weighbridge operations may be:  
• inclusive of a single operation involving the loading of vehicles and despatch functions

Weighbridge operation may be:  
• electro/mechanical
• electronic
• computerised

Vehicles may include  
• trucks
• articulated road vehicles
• trailers
• wagons

Calibration and/or testing of equipment may be:  
• required prior to and during operations

Hazards in the work area may include exposure to:  
• chemicals and pesticides
• dangerous or hazardous substances
• stationary and moving equipment, parts and materials
• noise, light, energy sources
• electrical equipment
• humidity, air temperature, radiant heat
• faulty equipment

Personal protective equipment may include:  
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• protective clothing
• respirators and fume/dust masks
• high visibility clothing

Requirements for work may include:  
• site restrictions and procedures
• use of safety and personal protective equipment
• communications/recording equipment
• authorities and permits
• breakdown procedures
• emergency procedures
Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- drivers
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications and instructions for the operation of weighbridge equipment
- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to weighbridge operations
- traffic acts and road transport mass and loading regulations
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLID2307C Use specialised liquid bulk gas transfer equipment**

**Unit Descriptor**
This unit involves the skills and knowledge required to use specialised bulk gas transfer equipment including planning the work; transferring the gas according to regulatory and operational requirements; monitoring and operating controls; and completing all operations, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the ADG Code and relevant state/territory regulations concerning the use of specialised equipment for the transfer of liquid bulk gas.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised bulk transfer equipment to load and unload liquid bulk gas.

**Competency Field**
D – Load Handling

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

**1 Plan work**

1.1 Gas transfer method is identified for loading and unloading as liquefied or gaseous state

1.2 Precautions are undertaken to eliminate all ignition sources

1.3 Specialised handling requirements for the particular gas are identified and relevant procedures are taken into account when planning the work

1.4 Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities

1.5 Characteristics of the gas, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and, where applicable, appropriate attachments to transfer the load

1.6 Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel

1.7 Gas transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment

1.8 Load is checked prior to and at the completion of transfer to
ensure ullage and/or maximum permitted capacity complies with ADG Code

1.9 Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc.

1.10 Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised

1.11 Procedures to deal with leakages and ruptures are identified

2 Transfer material

2.1 Equipment is prepared and any appropriate attachment fitted

2.2 Equipment controls are checked for correct operational status before commencing transfer

2.3 Instruments and gauges are monitored during operations to ensure that operation is within manufacturers specifications and enterprise schedule and safety requirements

2.4 Speed of operation is managed for safety and efficiency of materials movement and equipment operations

2.5 Any faults or damage to equipment are immediately reported to the appropriate personnel

3 Monitor and operate controls

3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions

3.2 Control systems are monitored in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures

3.3 Gas is transferred ensuring no injury to personnel or damage to equipment or goods

3.4 Faults are identified and reported in accordance with enterprise guidelines

4 Complete operations

4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures

4.2 Clean up methods for transfer equipment are completed following workplace procedures

4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment

4.4 Workplace documentation is completed and filed following enterprise procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting liquid bulk gas
• OH&S procedures and guidelines concerning the use of specialised bulk transfer equipment
• Risks when transferring liquid bulk gas and related precautions to control the risk
• Workplace procedures and policies for the efficient use of specialised equipment to transfer liquid bulk gas
• Housekeeping standards procedures required in the workplace
• Methods of securing a vehicle following transfer of liquid bulk gas
• Relevant permit and licence requirements

Required skills:
• Communicate effectively with others when using specialised equipment to transfer liquid bulk gas
• Read and interpret instructions, procedures, information and signs relevant to the transfer of liquid bulk gas using specialised equipment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the transfer of liquid bulk gas using specialised equipment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when using specialised equipment to transfer liquid bulk gas
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using specialised equipment to transfer liquid bulk gas in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise when using specialised equipment to transfer liquid bulk gas
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of liquid bulk gas using specialised equipment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to product or equipment
• Operate and adapt to differences in transfer equipment in accordance with standard operating procedures
• Monitor performance of transfer equipment
• Service transfer equipment in terms of maintenance schedule and standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces • exposed conditions • controlled or open environments

Liquid bulk gas to be transferred may: • require special precautions

Hazards in the work area may include exposure to: • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • service lines • spills, leakages, ruptures • dust/vapours

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

Personal protective equipment may include: • gloves • safety headwear and footwear • safety glasses • mask or respirator • high visibility clothing

Exposure during work operations may be to: • corrosive chemicals • solvents and adhesives • toxic, explosive and other harmful substances • movement of equipment, goods, vehicles
Regulatory controls and enterprise procedures may govern requirements for:

- transport
- storage
- volume
- mass
- required controls

Ignition sources include:

- naked flames and static sources

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of liquid bulk gas
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- supplier and/or client instructions
- codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- material safety data sheets

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and state/territory regulations related to the transfer of liquid bulk gas
- relevant Australian Standards, including AS 2809.1, AS 2809.3, AS 2931, AS 2430.1, AS 2430.3.4, AS 2430.3.7
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

**Critical aspects for assessment and evidence required to**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLID2407C  Use specialised liquid bulk transfer equipment (gravity/pressurised)

Unit Descriptor
This unit involves the skills and knowledge required to use specialised gravity and pressurised liquid bulk transfer equipment including planning the work; transferring the bulk according to regulatory and operational requirements; monitoring and operating controls; and completing all operations, as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the ADG Code and relevant state/territory regulations concerning the use of specialised gravity and pressurised equipment for the transfer of liquid bulk product.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the use of specialised gravity and pressurised bulk transfer equipment to load and unload liquid bulk product.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

1 Plan work
1.1 Liquid transfer method is identified for loading and unloading as gravity or pressure
1.2 Dangerous or hazardous (including regulated waste) or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work
1.3 Precautions are undertaken to eliminate all ignition sources
1.4 Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities
1.5 Characteristics of the liquid, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and, where applicable, appropriate attachments to transfer the load
1.6 Potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel
1.7 Liquid transfer is planned, taking into account the requirements of the load, transfer method, storage facility and
transport mode, load weight, volume and viscosity and the capacity of the equipment

1.8 Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG Code

1.9 Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc.

1.10 Required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised

1.11 Procedures to deal with spills, leakages and ruptures are identified

2 Transfer material

2.1 Equipment is prepared and any appropriate attachments fitted

2.2 Equipment controls are checked for correct operational status before commencing transfer

2.3 Instruments and gauges are monitored during operations to ensure that operation is within manufacturers specifications and workplace schedule and safety requirements

2.4 Speed of operation is managed for safety and efficiency of materials movement and equipment operations

2.5 Faults or damage to equipment are immediately reported to the appropriate personnel

3 Monitor and operate controls

3.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions

3.2 Control systems are monitored in accordance with statutory authority regulations, manufacturers guidelines and site operating procedures

3.3 Materials are moved ensuring no injury to personnel or damage to equipment or goods

3.4 Faults are identified and reported in accordance with workplace procedures

4 Complete operations

4.1 Equipment is shut down within manufacturers guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures

4.2 Clean up methods for transfer equipment are completed following workplace procedures

4.3 Equipment is secured in accordance with securing procedures for the appropriate equipment

4.4 Workplace documentation is completed and filed following workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting liquid bulk product
- OH&S procedures and guidelines concerning the use of specialised liquid bulk transfer equipment
- Risks when transferring liquid bulk product and related precautions to control the risk
- Workplace procedures and policies for the efficient use of specialised gravity and pressurised equipment to transfer liquid bulk product
- Problems, faults or malfunctions that may occur when transferring liquid bulk product using specialised equipment and action that should be taken to prevent or resolve them
- Hazards involved in transferring liquid bulk product using specialised equipment when transferring liquid bulk product and ways and means of controlling the risks involved
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following transfer of liquid bulk product
- Relevant permit and health and safety requirements

Required skills:
- Communicate effectively with others when transferring liquid bulk product using specialised equipment
- Read and interpret instructions, procedures, information and signs relevant to the transfer of liquid bulk product using specialised equipment
- Identify goods coding, IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the transfer of liquid bulk product using specialised equipment
- Operate electronic communication equipment to required protocol
- Estimate the mass, volume and special requirements of liquid bulk product
- Work collaboratively with others when transferring liquid bulk product using specialised equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when transferring liquid bulk product using specialised equipment in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when transferring liquid bulk product using specialised equipment
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of liquid bulk product using specialised equipment
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in transfer equipment in accordance with standard operating procedures
• Identify and correctly use equipment required to transfer liquid bulk product
• Monitor performance of transfer equipment
• Service transfer equipment in terms of maintenance schedule and standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted: • in a range of work environments and weather conditions
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Liquid bulk product to be transferred may require: • special precautions

Hazards in the work area may include exposure to: • hazardous or dangerous materials
• contamination of, or from, materials being handled
• noise, light, energy sources
• stationary and moving machinery, parts or components
• service lines
• spills, leakages, ruptures
• dust/vapours

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
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator
- high visibility clothing

Exposure during work operations may be to:
- corrosive chemicals
- solvents and adhesives
- toxic, explosive and other harmful substances
- movement of equipment, goods, vehicles

Regulatory controls and enterprise procedures may govern requirements for:
- transport
- storage
- volume
- mass
- required controls

Ignition sources include:
- naked flames and static sources

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of liquid bulk product
- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- supplier and/or client instructions
- codes of practice including the Australian Dangerous Goods Code, relevant Australian Standards and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- material safety data sheets

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and state/territory regulations related to the transfer of liquid bulk product
- relevant Australian Standards, including AS 2809.1, AS 2809.2, AS 2931, AS 2430
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLID2707D**  
**Prepare for transport of dangerous goods**

**Unit Descriptor**  
This unit involves the skills and knowledge required to prepare for the transport of dangerous goods, including checking the dangerous goods load; assessing vehicle suitability to transport the intended load; checking emergency procedures and equipment; evaluating documented route plan; and completing required assessment process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in compliance with the relevant state/territory regulations concerning the transport of dangerous goods, including the current ADG Code.

Work is performed under general supervision. It involves the application of basic principles, routine procedures and regulatory requirements to the preparation of dangerous goods for transport.

**Competency Field**  
D – Load Handling

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

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

**ELEMENT**  
**1 Check dangerous goods load**

1.1 Load is compared against transport documentation and discrepancies are noted

1.2 Load is checked to ensure that dangerous goods labels are clearly visible and legible, and that packaged goods are correctly labelled

1.3 Load is checked to ensure containers are not damaged

1.4 Vehicle load is checked for compatibility or, where not compatible, is checked for appropriate segregation in accordance with regulatory requirements

1.5 Load is assessed to ensure that it is stowed and secured in or on vehicles in accordance with the current ADG Code and the National Load Restraint Guide

1.6 Shipping documentation and other relevant documents are located in the cabin in accordance with regulatory requirements

**ELEMENT**  
**2 Assess vehicle suitability to transport intended load**

2.1 Vehicle is assessed for suitability and appropriateness to carry designated dangerous goods including classification, mass and configuration

2.2 Licence and insurance requirements (where relevant) are checked for conformity with the current Australian Code for the Transport of Dangerous Goods by Road and Rail and/or
other applicable regulatory requirements

2.3 Load restraint system(s) is/are checked for serviceability and appropriateness to secure intended load

2.4 Vehicle is checked to ensure that it is correctly and clearly marked/placarded for the load being carried

3 Check emergency procedures and equipment

3.1 Emergency information for each type of transported dangerous good is noted

3.2 Regulatory and workplace procedures for an incident are noted including notification of relevant personnel and authorities and, where appropriate, use of equipment for containment, clean up or recovery

3.3 Personal protective equipment and safety equipment are checked for operational capability and appropriateness to the proposed load

3.4 Emergency information is located in the cabin in accordance with current ADG Code requirements

4 Evaluate documented route plan

4.1 Selected route plan and potential difficulties including regulatory restrictions, traffic flow and conditions, obstacles, road standards and construction activities are assessed

4.2 Regulatory and workplace procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle

5 Complete documentation

5.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the current ADG Code

5.2 All required documentation for the dangerous goods is completed in accordance with regulatory and workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Current Australian Dangerous Goods Code and relevant state/territory mass and loading regulations as they apply to vehicles transporting dangerous goods
- OH&S procedures and guidelines concerning the transport of dangerous goods
- Risks when transporting dangerous goods and related precautions to control the risk
- Workplace procedures and policies for the preparation of dangerous goods
- Problems that may occur when preparing for the transport of dangerous goods and action that should be taken to prevent or solve them
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following loading of dangerous goods
• Relevant permit and licence requirements

**Required skills:**
• Communicate effectively with others when preparing for the transport of dangerous goods
• Read and interpret instructions, procedures, information and signs relevant to the preparation of dangerous goods for transport
• Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the preparation of dangerous goods for transport
• Operate electronic communication equipment to required protocol
• Estimate the mass, volume and special requirements of a load
• Work collaboratively with others when preparing for the transport of dangerous goods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when preparing for the transport of dangerous goods in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events that may arise when preparing for the transport of dangerous goods
• Recognise the hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of dangerous goods for transport
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly use equipment required to load dangerous goods
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites
Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Vehicle refers to:
- all applicable transportation modes

Hazards in the work area may include exposure to:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- dust/vapours

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

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator
- breathing apparatus
- high visibility clothing

Load restraint systems are:
- as detailed in the National Load Restraint Guide

Preparation of packaged dangerous goods for transport may:
- require special precautions as specified by the manufacturer

Transport documentation may include:
- Initial Emergency Response Guide
- Emergency Procedure Guide
- Material Safety Data Sheet (MSDS)
- descriptions for dangerous goods (i.e. proper shipping name, class and division number, packing group, subsidiary risk(s) if any)
- UN or ID number
Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Safety equipment on vehicle may include:
- fire extinguishers
- portable warning devices
- eye wash kit
Information/documents may include:

- current Australian Dangerous Goods Code, relevant Australian Standards and International Standards
- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the transfer of product
- goods identification numbers, codes and signs
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- manufacturers specifications, instructions and labelling advice for the packaged dangerous goods, including material safety data sheets

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - International Air Transport Association (IATA) Dangerous Goods by Air regulations
- Australian and state/territory regulations related to the carriage of dangerous goods
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant Australian and International Standards
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing operational suitability of equipment and vehicles pertinent to dangerous goods transportation
  - estimating weight and dimensions of load and any special requirements
  - applying hierarchy of hazard control
  - maintaining workplace records and documentation including completion of dangerous goods declaration
  - determining (any) required permits
  - identifying hazards and planning work to minimise risks when transporting dangerous goods
  - selecting appropriate equipment and work systems to enable safe, efficient work

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the
workplace
TLID2907C  Prepare articles for delivery

Unit Descriptor
This unit involves the skills and knowledge required to prepare mail articles for delivery, including checking and organising articles for delivery, storing articles for delivery, and maintaining all required records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under indirect supervision. It involves the application of the basic principles and routine procedures to the preparation of articles for delivery.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Check and organise articles for delivery

1.1 Articles are inspected to ensure that they meet all specified criteria

1.2 Articles for delivery are sorted into groups according to specified sorting criteria

1.3 Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with workplace procedures

1.4 Processing of articles is monitored to ensure a secure and effective workflow

2 Store articles for delivery

2.1 Appropriate manual handling practices are used to shift and sort articles

2.2 Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and run

2.3 Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures

3 Maintain records

3.1 Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace procedures

3.2 Records are stored in accordance with workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state/territory mass and loading regulations
- OH&S procedures and guidelines concerning the preparation of articles for mail delivery
- Risks when preparing articles for delivery and related precautions to control the risk
- Workplace procedures and policies for the preparation of articles for the sorting and storing of mail
- Problems that may arise when preparing articles for delivery and actions that should be taken to prevent or solve them
- Housekeeping standards procedures required in the workplace
- Methods of securing mail articles

Required skills:
- Communicate effectively with others when preparing articles for delivery
- Read and interpret instructions, procedures, information and signs relevant to the preparation of articles for delivery
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of articles for delivery
- Estimate the size, shape and special delivery requirements of mail articles
- Work collaboratively with others when preparing articles for delivery
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing articles for delivery in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of articles for delivery
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment required to sort and store mail
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions
  • by day or night

Customers may be: • internal or external

Operations may be undertaken: • on or off base site

Specified inspection criteria for mail may include: • address details are complete
  • correct postage is paid for the size, weight and type of article
  • the packaging of articles is secure to prevent loss or damage of contents during delivery

Sorting criteria for mail may include: • address and delivery run
  • the type of article or postage delivery paid
  • the priority of delivery
  • workplace procedures/practices

Hazards may include: • vehicular traffic and pedestrians
  • uneven ground, steps, road surfaces
  • dust and vapours
  • hazardous or dangerous materials
  • humidity, air temperature and radiant heat
  • light including UV
  • noise

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  • company procedures
  • enterprise procedures
  • organisational procedures
  • established procedures

Personal protective equipment may include:
  • gloves
  • safety headwear and footwear
  • sunglasses and UV protection
  • two-way radios
  • high visibility clothing
Consultative processes may involve:

- clients
- other employees and supervisors
- management
- union representatives
- industrial relations, OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail
- workplace procedures and policies for the preparation of mail for delivery
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID3007C Supervise mobile crane operations

Unit Descriptor
This unit involves the skills and knowledge required to supervise mobile crane operations, including implementing the operational plan for a mobile crane lift, directing operations, supporting crane personnel in their work, and negotiating and resolving site problems on request. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures to the supervision of mobile crane operations.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Implement operational plan
1.1 Checks are made that customer has fulfilled agreed obligations and required personnel and equipment are on site
1.2 Plan is implemented in accordance with legislative and workplace requirements
1.3 Check is made that hazards have been identified and hazard control strategies implemented

2 Direct operations
2.1 Customer is kept advised of any changes to operation method and any concerns are addressed promptly
2.2 Crane personnel are encouraged to provide input to the operation
2.3 In the event of unanticipated situations, alternative options are developed and discussed with site and crane personnel
2.4 Emergency situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment
2.5 Responsibilities of crane personnel are clarified throughout operation
2.6 Crane personnel are coordinated and directed to ensure safe and efficient operation

3 Support crane
3.1 Assistance with rigging/operating duties is provided as necessary within legislative and site requirements
personnel

3.2 Additional equipment and personnel are arranged as necessary in line with legislative requirements
3.3 Facilities and amenities are arranged as necessary

4 Resolve site problems on request

4.1 Problem is clarified as far as possible prior to site visit to enable prioritising of work
4.2 Problem is assessed through on-site consultation with crane personnel
4.3 Customer's perspective on the problem is sought where relevant
4.4 Decision is made regarding appropriate alternative solutions to the problem, taking into account safety and workplace requirements and customer expectations
4.5 Action to be taken is agreed with crane personnel and customer
4.6 Agreed commitments are met in a timely manner and undertakings of others are followed up to ensure personnel and customer satisfaction with the outcome
4.7 Required workplace records are updated accurately, legibly and promptly

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Workplace procedures concerning the supervision of mobile crane operations at a work site
- Problems that may arise when supervising mobile crane operations and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment

Required skills:
- Communicate effectively with others when supervising mobile crane operations
- Read and interpret instructions, procedures, information and signs relevant to the supervision of mobile crane operations
- Interpret and follow operational instructions and prioritise work
- Discuss and negotiate with clients and crew on issues related to the access to the site, setting up of the crane and the lift
• Complete documentation related to the supervision of mobile crane operations
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when supervising mobile crane operations
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when supervising mobile crane operations in accordance with regulatory requirements and workplace procedures
• Plan and guide the work of others, including predicting consequences and identifying improvements
• Implement contingency plans for unexpected situations that may occur when supervising mobile crane operations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the supervision of mobile crane operations
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Ensure the application of fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and direct the use of equipment, processes and procedures
• Operate and adapt to differences in equipment and operating environment in accordance with standard operating procedures
• Ensure the use of required personal protective equipment conforming to industry and OH&S standards
• Ensure the servicing of mobile crane equipment in terms of maintenance schedule and standard operating procedures

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

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials
• vehicular traffic

Customers may be:
• internal or external
Mobile crane may be involved in work in a range of industry sectors including:

- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Mobile crane operations being supervised may include:

- set-up
- access requirements
- lift requirements of customer
Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- material safety data sheets
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
- equal opportunity, equal employment opportunity and affirmative action legislation
- Workplace Relations Act(s)

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
o relevant legislation and workplace procedures
o other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID307E  Handle dangerous goods/hazardous substances

Unit Descriptor
This unit involves the skills and knowledge required to handle dangerous goods and hazardous substances, including identifying requirements for working with dangerous goods and/or hazardous substances; confirming site incident procedures; and selecting handling techniques. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit covers anyone working in the transport, warehousing, distribution and storage industries who may handle dangerous goods and/or hazardous substances.

Work must be carried out in compliance with the relevant OH&S regulations concerning the safe handling of dangerous goods and hazardous substances.

Work is performed under general supervision. It involves the application of the codes of practice and established procedures for the safe handling of dangerous goods and hazardous substances.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Identify requirements for working with dangerous goods and/or hazardous substances
1.1 Dangerous goods and/or hazardous substances are identified from information including class labels, manifests and other documentation
1.2 Storage requirements for hazardous substances and/or dangerous goods are identified and applied
1.3 Legislative requirements for hazardous substances and/or dangerous goods are known and used to plan work activities
1.4 Handling procedures for different classes and characteristics of goods are observed
1.5 Confirmation is sought from relevant personnel where dangerous goods or hazardous materials do not appear to be appropriately marked

2 Confirm site incident procedures
2.1 Incident reporting processes are identified
2.2 Emergency equipment is located and checked according to workplace procedures and statutory regulations
2.3 Emergency procedures are identified and confirmed

3 Select handling
3.1 Load handling and shifting procedures are selected in
**techniques** accordance with identified requirements for particular goods

3.2 Handling equipment is checked for conformity with workplace requirements and manufacturers guidelines

3.3 Where relevant, suitable signage is checked for compliance with workplace procedures

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge:**

- All relevant regulations and codes concerning the handling of dangerous goods and hazardous substances
- Application of relevant aspects of current Australian Dangerous Goods Code and relevant Australian Standards
- Permit and licence requirements
- Workplace procedures for handling and storing dangerous goods/hazardous substances
- Problems that may arise during the handling of dangerous goods and hazardous substances and actions that should be taken to prevent or solve them
- Risks when handling dangerous goods and hazardous substances and related precautions to control the risk
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Housekeeping standards procedures required in the workplace

**Required skills:**

- Communicate effectively with others when handling dangerous goods and hazardous substances
- Read and interpret instructions, procedures, regulations, information and signs relevant to the handling of dangerous goods and hazardous substances
- Identify containers and goods coding, markings and, where applicable, emergency information panels for the mode of transport storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when handling dangerous goods and hazardous substances
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when handling dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when handling dangerous goods and hazardous substances
• Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during the handling of dangerous goods and hazardous substances
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

The dangerous goods may be handled in a range of work environments by day or night and may be:
• for short-term storage
• for long-term storage
• in transit

Customers may be:
• internal or external

Workplace environment may include:
• movement of equipment
• movement of goods
• materials and vehicular traffic

Requirements for work may include:
• site restrictions and procedures
• use of safety and personal protective equipment
• communications equipment
• specialised lifting and/or handling equipment
• incident breakdown procedures
• authorities and permits
• hours of operations
• noise restrictions
• additional gear and equipment
• segmentation procedures
• emergency procedures, including response to spillage/leaks, evacuation and firefighting
Hazards may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- fire or ignition
- dust/vapours

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

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- representatives of regulatory authorities with jurisdiction over OH&S, dangerous goods and hazardous substances
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Identification of goods may be from:

- material safety data sheets
- packaging labels
- manifests
- stock lists
- HAZCHEM interpretative advice

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- mask and respirator
- protective clothing
- breathing apparatus

Information/documents may include:

- goods identification numbers and codes
- manifests, stock lists, packaging labels, bar codes, stock lists
- goods and container identification
- workplace procedures and policies concerning the handling of dangerous goods and hazardous substances
- supplier and/or client instructions
- material safety data sheets (MSDS)
- current Australian Dangerous Goods Code
- HAZCHEM interpretative advice
- relevant legislation, codes, regulations and related documentation concerning the handling of dangerous goods and hazardous substances
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures pertaining to dangerous goods and hazardous substances
Applicable regulations and legislation may include:

- relevant Australian and state/territory regulations relating to the handling of dangerous goods and hazardous substances
- current Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- all relevant Australian Standards
- relevant state/territory OH&S legislation
- workplace relations regulations
- equal employment opportunity and affirmative action legislation
- equal opportunity legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying dangerous goods/hazardous substances (from labels, IMDG markings, HAZCHEM signs and other relevant identification criteria)
  - identifying and selecting the safely requirements for handling dangerous goods/hazardous substances
  - maintaining workplace records and documentation
  - determining (any) required permits
  - identifying job and site hazards and planning work to minimise risks
  - selecting appropriate equipment and work systems including personal protection equipment
  - estimating weight and dimensions of load
and any special requirements
• identifying and assessing handling and storage precautions and requirements for dangerous goods/hazardous substances

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLID3107C Rig load

Unit Descriptor
This unit involves the skills and knowledge required to prepare and rig all types of loads in preparation for lifting by a crane, including preparing for the transfer of a load, assessing lifting requirements, securing a load, and detaching a load. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to the rigging of loads during mobile crane operations.

Work is performed with general supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the rigging of loads during mobile crane operations in a variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for transfer of load
1.1 Working area is prepared and maintained in accordance with national standards and safety codes and workplace operating procedures
1.2 Unsafe work practices and/or faulty equipment are reported in accordance with workplace procedures
1.3 Correct personal protective equipment is identified and worn

2 Assess lifting requirements
2.1 Work operations plan is examined and requirements for the lift identified including job method and sequence, control measures and safety procedures
2.2 Coordination requirements with other site personnel are confirmed
2.3 The mass, dimensions and centre of gravity of the load are determined
2.4 Appropriate lifting gear/equipment/packing, including slings, ropes, shackles, eye bolts, spreaders etc. is selected (from safety charts and SWL/WLL tags), assembled and checked for serviceability
2.5 Damaged or worn items are tagged, rejected and reported to appropriate personnel for follow-up action
3 Secure load

3.1 Lifting/anchorage points are correctly identified
3.2 Lifting gear/equipment/packing is connected to the load, and load is secured to lifting device in accordance with workplace and manufacturers specifications, guidelines and regulatory requirements
3.3 Load is lifted and suspended off the lifting plane and checked to ensure it is appropriately rigged and secured
3.4 Corrective action is undertaken where preliminary lift assessment reveals unacceptable operational situation
3.5 Tag lines are fixed to load in accordance with work operation plan and/or, in consultation with other personnel, where required due to wind conditions and site hazards/obstacles

4 Detach load

4.1 Slinging attachments are released from load ensuring no injury to personnel or damage to workplace operating procedures
4.2 Damage to load/site is identified and reported in accordance with workplace procedures
4.3 Lifting gear/equipment/packing is maintained and stored in accordance with workplace and manufacturers specifications, guidelines and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to rigging of loads during mobile crane operations
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Requirements for Safe Working Load (SWL) or Working Load Limit (WLL)
- Prioritising and multi-tasking work
- Workplace procedures concerning the rigging of loads during mobile crane operations
- Problems that may arise when rigging a load during mobile crane operations and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when rigging a load during mobile crane operations
- Read and interpret instructions, procedures, information and signs relevant to the rigging of a load during mobile crane operations
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when rigging a load during mobile crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when rigging a load during mobile crane operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected situations that may arise when rigging a load during mobile crane operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the rigging of a load as part of mobile crane operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor condition and performance of gear and equipment and take appropriate action where required
- Service gear and equipment in terms of maintenance schedule and standard operating procedures

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

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic

Customers may be:
- internal or external
Mobile crane may be involved in work in a range of industry sectors including:

- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Loads to be shifted are:

- rigged and secured in accordance with workplace and regulatory standards/codes of practice
Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Documentation/records may include:

- operations manuals including load charts and crane and rigging manuals
- Safe Working Load (SWL) and Working Load Limit (WLL)
- lifting gear safety charts
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- material safety data sheets
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID3207C  Plan and conduct specialised lift

Unit Descriptor
This unit involves the skills and knowledge required to plan and conduct a specialised lift by a mobile crane (excluding demolition work). It involves a lift which may be specialised in terms of job and equipment requirements, the qualities of the load, or the critical aspects of the location(s) of the lift. It includes inspecting the site, planning the lift, setting up the lift, working effectively in a team, lifting and moving the load, and following up on the job. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to specialised mobile crane operations.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures to the planning and conduct of specialised lifts in a variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Inspect site
1.1 Site is inspected as required with other relevant personnel to assess job requirements
1.2 All necessary parameters are measured to ensure accuracy of calculations
1.3 Hazards are identified through inspection of site and load
1.4 Additional information regarding load and possible hazards is sought from customer and expert personnel
1.5 Special site requirements are identified

2 Plan the lift
2.1 Operation plan is developed in consultation with other relevant personnel to include hazard prevention/control measures in line with workplace procedures, applicable Australian standards and codes of practice
2.2 Where required, approval to carry out lift is obtained from the appropriate statutory authority
2.3 Multiple crane lifts are planned (as applicable) to encompass the determination of the types of cranes suitable for use and an assessment of the share of the load to be carried by each crane
2.4 Cranes load chart is interpreted and information on
permissible loads, radii, weights, boom and jib taken into account in planning the job

2.5 Safe Working Load (SWL) or Working Load Limit (WLL) is calculated

2.6 Appropriate drawings and simulations are created to check feasibility of planned operations

2.7 Information from previous lifts is used in developing the operational plan

2.8 A range of different alternatives is considered to ensure effective and safe lift

2.9 Unsolicited, irrelevant information is disregarded to focus on the task at hand

2.10 Need for additional/specialised equipment is ascertained and arrangements made for collection/delivery to site

2.11 Communication system is determined and all team members are briefed on its use in conducting lift

### 3 Set up lift

3.1 Site measurements are checked to verify accuracy

3.2 Operating and emergency controls are checked to ensure the crane is in safe working order

3.3 Appropriate personal protective equipment is selected and worn in accordance with manufacturers specifications and site requirements

3.4 Site is isolated as necessary and, when required, assistance sought to ensure public safety

3.5 Other personnel on site are directed as necessary to ensure risks to personnel and equipment are minimised

3.6 Variables which affect the predictability of the operation are eliminated wherever possible

### 4 Work effectively in team

4.1 The advice of all team members is sought in developing the operational plan

4.2 Ideas are discussed and evaluated with team members to determine viability and reach consensus on an effective plan

4.3 Individual roles and responsibilities are clarified and agreed

4.4 Other team members are assisted as necessary to ensure the operation can be completed safety and efficiently

### 5 Lift and move load

5.1 Nominated authorised person is recognised as being in control and instructions are followed

5.2 Test runs are conducted as necessary to ensure a safe lift

5.3 Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard
5.4 Danger is anticipated by monitoring of crane and load, and instruction to stop operation given where there are any concerns the lift is not proceeding as planned
5.5 Potential impact of change in one area of operation on the lift as a whole is recognised
5.6 In the event of unanticipated situations, contribution is made to developing alternative operational plan

6 Follow up on job
6.1 Specialised equipment is checked and re-stored in accordance with workplace procedures
6.2 Operation is reviewed in consultation with relevant personnel and contribution is made to recommendations for review of procedures where appropriate
6.3 Need for further after job debriefing or counselling is recognised and appropriate action is taken
6.4 Records are completed promptly in line with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Company work procedures concerning the setting up and rigging of a mobile crane at a work site
- Problems that may arise when planning and supervising a specialised lift using a mobile crane and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment
- Relevant agreements, codes of practice or other legislative requirements

Required skills:
- Communicate effectively with others when planning and supervising a specialised lift using a mobile crane
- Read and interpret instructions, procedures, information, technical data, manuals and signs relevant to the planning and supervision of a specialised lift using a mobile crane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and supervision of a specialised lift using a mobile crane
- Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when planning and supervising a specialised lift using a mobile crane
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems identified when planning and supervising a specialised lift using a mobile crane in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Develop contingency plans for possible unanticipated situations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the planning and supervision of a specialised lift using a mobile crane
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Ensure the use of required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials
• vehicular traffic

Customers may be:
• internal or external

Mobile crane may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying
Specialised lifts may include:

- large surface areas-pools
- tilt-up panels
- drive-in movie screens
- tree removal and replacement
- bridge beams
- multiple crane lifts
- passing loads to other cranes
- tailing out of loads
- turning loads over
- lifting high value goods
- recovery work
- specialised operations-drug lines
- clam shell
- pile driving
- barge work
- work involving work box duties

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff
Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Documentation/records may include:
- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:
- relevant state/territory regulations and licence/permit requirements pertaining to specialised mobile crane operations
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific
- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
# TLID3307C Operate a vehicle-mounted loading crane

## Unit Descriptor
This unit involves the skills and knowledge required to operate a vehicle-mounted loading crane to shift loads, including positioning and stabilising the crane, operating the vehicle-mounted crane, monitoring lift conditions, packing up the crane after operations, and completing all required job records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

## Employability Skills
This unit contains employability skills.

## Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to vehicle-mounted loading cranes.

Work is performed under general supervision. It involves the application of routine principles and procedures to the operation of a vehicle-mounted loading crane in a variety of operational contexts.

## Competency Field
D – Load Handling

## ELEMENT PERFORMANCE CRITERIA

### ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Position and stabilise crane</td>
</tr>
<tr>
<td>1.1</td>
<td>Crane is driven to position as per job plan to ensure safe operation in accordance with applicable Australian standards, codes of practice, manufacturers specifications and, where applicable, regulatory and local government requirements</td>
</tr>
<tr>
<td>1.2</td>
<td>Where appropriate, barriers, fencing, temporary boundaries, signage and the like are used to isolate working area in accordance with safe working practice and lift requirements</td>
</tr>
<tr>
<td>1.3</td>
<td>Ground is checked to ensure it is firm enough to bear the load</td>
</tr>
<tr>
<td>1.4</td>
<td>Appropriate plates or packing are correctly used to adequately distribute the load</td>
</tr>
<tr>
<td>1.5</td>
<td>Any outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and the appropriate Australian standard and other relevant statutory regulations or local authority requirements</td>
</tr>
<tr>
<td>1.6</td>
<td>Outrigger packing is checked for adequacy prior to and after load is taken</td>
</tr>
<tr>
<td>2</td>
<td>Operate vehicle-mounted crane</td>
</tr>
<tr>
<td>2.1</td>
<td>Planned hazard control strategies are implemented</td>
</tr>
<tr>
<td>2.2</td>
<td>Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards</td>
</tr>
<tr>
<td>2.3</td>
<td>Load mass is assessed and correlated with lifting capacity of crane throughout proposed radii of operation</td>
</tr>
</tbody>
</table>
2.4 Appropriate lifting gear is selected and load secured
2.5 Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard
2.6 Crane controls are operated smoothly
2.7 Crane is shut down and secured during periods of non-operation according to manufacturers specifications and workplace procedures

3 Monitor lift conditions
3.1 Load is constantly monitored to ensure load and structural stability
3.2 Conditions which may affect the continuing stability of the crane are identified and monitored
3.3 Unplanned situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment
3.4 Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request
3.5 Supervisor/allocator is advised of any concern about completing the job within timeframe
3.6 Shut-down procedures are implemented in accordance with manufacturers instructions in the event of an emergency
3.7 The relevant motion locks and brakes are applied
3.8 Crane is shut down using the correct sequence of procedures in accordance with manufacturers specifications and workplace procedures
3.9 Routine post-operational equipment checks are carried out in accordance with manufacturers specifications

4 Pack up crane
4.1 All lifting equipment and crane components are checked for any signs of deterioration or damage in accordance with the appropriate Australian standard
4.2 Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction
4.3 Crane equipment is correctly stowed and secured in accordance with manufacturers instructions and the appropriate Australian standard
4.4 Crane is immobilised and secured for travel in accordance with manufacturers instructions, workplace guidelines and regulatory requirements

5 Complete job records
5.1 Customer feedback is sought regarding satisfaction with the completed job and any areas of concern reported according to workplace procedures
5.2 Customer's signature on job completion documentation is obtained
5.3 Required workplace records are updated accurately and promptly and processed according to workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Company work procedures concerning the setting up and rigging of a mobile crane at a work site
- Problems that may arise when operating a vehicle-mounted loading crane and actions that should be taken to prevent or solve them
- Focus of operation of work systems and equipment
- Application of relevant agreements, codes of practice or other legislative requirements

**Required skills:**
- Communicate effectively with others when operating a vehicle-mounted loading crane
- Read and interpret instructions, procedures, information and signs relevant to the operation of a vehicle-mounted loading crane
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a vehicle-mounted loading crane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a vehicle-mounted loading crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a vehicle-mounted loading crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when operating a vehicle-mounted loading crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a vehicle-mounted loading crane
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of crane and its equipment and take appropriate action where required
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Operations may be conducted:  • day or night
                                 • in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials
• vehicular traffic

Customers may be:
• internal or external

Mobile crane may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying
Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- operations manuals for vehicle-mounted loading cranes
- Safe Working Load (SWL) and Working Load Limit (WLL)
- material safety data sheets
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications for vehicle-mounted loading cranes
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to vehicle-mounted loading cranes
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

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

of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID3407C  Operate a mobile crane up to and including 20 tonnes on a demolition site

Unit Descriptor
This unit involves the skills and knowledge required to operate a slewing mobile crane on a demolition site, including planning and preparing for demolition site operation, and lifting demolition materials and equipment in accordance with regulatory requirements. (Note this unit does not include the use of a ball for demolition work. Reference should be made to relevant competency standards designed for the construction industry for this purpose). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to the operation of mobile cranes on demolition sites.

Work is performed under general supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the operation of slewing and non-slewing cranes up to 20 tonnes on a demolition site.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Plan and prepare for demolition site operation

1.1 Access and walking area are surveyed for hazards, including specific demolition site ground hazards, and elimination or control measures are implemented

1.2 Weight of load is estimated through measurement and calculation

1.3 Structural integrity of load to be lifted is assessed and taken into account in planning the operation

1.4 A range of alternatives for slinging the load are considered in consultation with relevant personnel, taking into consideration all probable factors

1.5 Risk management strategy is developed providing adequate safety margins

1.6 Possible implication of load contingencies is considered and plans are developed to deal with each contingency

1.7 Operational plan is developed to include risk management strategies and contingency plans in line with applicable
Australian standards and codes of practice

1.8 Area is cleared of non-required personnel, distractions controlled, and site isolated as necessary

1.9 Risk of operation is explained to customer, liability is explained and indemnity is signed according to workplace procedures

2 Lift equipment and materials

2.1 Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian Standard

2.2 Detailed information is shared with other crane personnel throughout the lift

2.3 Crane and load are carefully monitored throughout the lift so that problems can be anticipated and contingency plans effectively implemented if necessary

2.4 If load exceeds given weight, alternative methods of freeing the load are considered and agreed in consultation with relevant personnel

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements pertaining to the use of mobile cranes on demolition sites
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Company work procedures concerning the use of mobile cranes up to 20 tonne capacity on a demolition site
- Hazards of mobile crane operations on a demolition site and action that can be taken to minimise the risks involved
- Problems that may arise when operating a mobile crane up to and including 20 tonnes on a demolition site and actions that should be taken to prevent or solve them
- Operational procedures for crane crews
- Prioritising and multi-tasking work
- Focus of operation of work systems and equipment

Required skills:

- Communicate effectively with others when operating a mobile crane up to and including 20 tonnes on a demolition site
- Read and interpret instructions, procedures, information technical data, manuals and signs relevant to the operation of a mobile crane up to and including 20 tonnes on a demolition site
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of a mobile crane up to and including 20 tonnes on a demolition site
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating a mobile crane up to and including 20 tonnes on a demolition site
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a mobile crane up to and including 20 tonnes on a demolition site in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when operating a mobile crane up to and including 20 tonnes on a demolition site
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a mobile crane up to and including 20 tonnes on a demolition site
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Operations may be conducted:
• day or night
• in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials
• vehicular traffic

Customers may be:
• internal or external
Mobile crane may include:
- any lattice boom slewing and non-slewing mobile crane up to and including 20 tonnes involved in lifting of materials and equipment on a demolition site (however, this unit does not cover mobile cranes of load capacity beyond 20 tonnes)

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- demolition site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures
Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to use of mobile on demolition sites
- relevant Australian Standards and certification requirements and specifically AS 2550.1 (Sect. 7.20) and AS 26.1
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
TLID3507C  Operate a boom type elevating work platform

Unit Descriptor
This unit involves the skills and knowledge required to operate a boom type elevating work platform, including inspecting and testing the elevating work platform, assessing job requirements and work, planning work and setting up for lift, carrying out the elevation, implementing planned hazard control and strategies, and packing up the work platform after operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to boom type elevating work platform operations.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the operation of a boom type elevating work platform in a variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT
1 Inspect and test elevating work platform

PERFORMANCE CRITERIA
1.1 Work platform is visually inspected prior to operation for any evidence of damage, structural weakness or interference according to pre-operational safety check procedures

1.2 Routine pre-operational equipment checks are carried out in accordance with available checklists

1.3 Work platform log book is checked, service requirements are noted and maintenance personnel advised of any requirements

1.4 Elevating work platform is started in accordance with manufacturers guidelines and start-up procedures for operations and any abnormal noise or movement reported to an authorised person for corrective action

1.5 Start-up checks are conducted according to manufacturers specifications and company procedures to ensure work platform and equipment are operating correctly

1.6 Faults are corrected or are reported to an authorised person for corrective action according to company procedures

1.7 The operating and emergency controls are checked for correct operation in accordance with manufacturers specifications including use of the emergency decent device
1.8 Boom is lowered under simulated emergency conditions to check for operational effectiveness

1.9 Gear and accessories are checked and damaged or worn gear is segregated and reported to an authorised person for testing/repair/destruction

1.10 Results of inspections are recorded and reported according to company procedures

2 Assess job requirements and work

2.1 Briefing, hand-over details, authorisations and clearances are received, interpreted and clarified in accordance with company and site procedures and legislative requirements

2.2 Work area is inspected and potential hazards are identified and appropriate elimination or control measures selected

2.3 Weight of load including personnel and equipment is correctly estimated to ensure job is within limits of work platform capacity

3 Plan work and set up for lift

3.1 A work plan is developed and agreed with relevant workplace personnel to include hazard prevention/control measures and safety and emergency procedures in line with applicable Australian standards

3.2 A suitable firm and level standing is chosen and prepared for the location of the elevating work platform

3.3 Outriggers and stabilisers are correctly deployed and positioned in accordance with manufacturers instructions and appropriate Australian standards

3.4 Appropriate plates or packing are correctly used under the footplates as required to adequately distribute the loading

3.5 Ground is checked before and after packing is installed to ensure it is firm enough to bear the load

3.6 The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian standards and to equipment manufacturers specifications

3.7 Work platform load chart is located and information on permissible loads, radii and heights taken into account in planning the job

3.8 The job plan takes into account job requirements and workplace rules and procedures

3.9 Job plan is discussed and confirmed with relevant personnel

3.10 Work gear and tools are properly stowed in the elevating work platform in accordance with Australian standards, company procedures and guides

4 Carry out elevation

4.1 Configuration and operation of elevating work platform are
checked as necessary to ensure safe lift

4.2 Operation of work platform is carried out in accordance with the job plan, the appropriate Australian standard and manufacturers specifications

5 Planned hazard control and strategies are implemented

5.1 Load is constantly monitored to ensure safety of personnel, load and structural stability

5.2 Unplanned situations are responded to in line with company procedures in a manner that minimises risk to personnel and equipment

5.3 Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards

6 Pack up work platform

6.1 The elevating work platform is shut down using the correct sequence of procedures in accordance with manufacturers instructions

6.2 Routine post-operational equipment checks are carried out in accordance with manufacturers instructions and available checklists and defects recorded and reported in line with company procedures

6.3 The elevating work platform is dismantled in accordance with the job plan, manufacturers instructions and relevant statutory regulations

6.4 The outriggers and stabilisers are secured and stowed in accordance with manufacturers instructions

6.5 The elevating work platform is correctly stowed and secured in accordance with manufacturers instructions and company procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant road rules, regulations, permit and licence requirements pertaining to boom type elevating work platform operation

• Relevant OH&S and environmental procedures and regulations

• Boom type elevating work platform applications, capacities, configurations, safety hazards and control mechanisms

• Workplace procedures concerning the operation of a boom type elevating work platform at a worksite

• Problems that may arise when operating a boom type elevating work platform and actions that should be taken to prevent or solve them

• Risks and hazards involved in the operation of a boom type elevating work platform and the associated action that can be taken to eliminate or minimise the risk/hazards concerned

• Focus of operation of work systems and equipment
Required skills:

- Communicate effectively with others when operating a boom type elevating work platform
- Read and interpret instructions, procedures, regulations, codes of practice and manuals relevant to the operation of a boom type elevating work platform
- Interpret and follow operational instructions
- Complete documentation related to the operation of a boom type elevating work platform
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating a boom type elevating work platform
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating a boom type elevating work platform in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Prioritise and multi-task work
- Implement contingency plans for unanticipated situations that may arise when operating a boom type elevating work platform
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a boom type elevating work platform
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Identify and correctly use equipment, processes and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of equipment
- Service equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

RANGE STATEMENT

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

Operations may be conducted:

- by day or night
- in a variety of weather conditions
Environment may include movement of:

- equipment
- goods
- materials
- vehicular traffic

Customers may be:

- internal or external

Boom type elevating work platform may be involved in work in a range of industry sectors including:

- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff
Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Elevating platforms may include:

- mechanically operated equipment
- hydraulically operated equipment
- electrically operated equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Documentation/records may include:

- operations manuals
- Safe Working Load (SWL) and Working Load Limit (WLL)
- site plans
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to the operation of boom type elevating work platforms
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID3607C  Lift and move load using mobile crane up to and including 20 tonnes

Unit Descriptor
This unit involves the skills and knowledge required to lift and move a load using a mobile crane up to and including 20 tonnes, including operating mobile crane to complete job requirements, monitoring lift conditions, implementing shut-down procedures, packing up crane after operations, and completing all required job records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to operations of mobile cranes up to and including 20 tonnes.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles, procedures and regulations to lift and move loads using slewing and non-slewing mobile cranes up to and including 20 tonnes in a variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Operate mobile crane

1.1 In ascent and descent to/from crane correct use is made of the means provided in accordance with codes of practice and workplace procedures

1.2 Planned hazard control strategies are implemented

1.3 Required signals are correctly given, interpreted and followed in accordance with appropriate Australian standards

1.4 Boom is positioned to ensure load to be lifted is plumbed under hook

1.5 Load is hoisted and lowered into position using crane movements in accordance with the appropriate Australian standard

1.6 Crane controls are operated smoothly

1.7 Where necessary, crane is mobiled according to manufacturers specifications, appropriate Australian standards, workplace procedures

1.8 Crane is shut down and secured during periods of non-operation according to manufacturers specifications and
2 Monitor lift conditions

2.1 Load is constantly monitored to ensure load and structural stability
2.2 Conditions which may affect the continuing stability of the crane are identified and monitored
2.3 Unplanned situations are responded to in line with workplace procedures in a manner that minimises risk to personnel and equipment
2.4 Dogger is advised of any new information which affects the lift
2.5 Any necessary changes to job plan are discussed and confirmed with rest of crew
2.6 Advice is sought from supervisor where there is doubt about correct response to unanticipated conditions, or conflict with customer request
2.7 Supervisor/allocator is advised of any concern about completing the job within timeframe

3 Implement shut-down procedures

3.1 The relevant motion locks and brakes are applied
3.2 Crane is shut down using the correct sequence of procedures in accordance with manufacturers specifications and workplace procedures
3.3 Routine post-operational equipment checks are carried out in accordance with manufacturers specifications

4 Pack up crane

4.1 Crane is de-rigged with other crane personnel in accordance with manufacturers instructions
4.2 All lifting equipment and crane components are checked in consultation with crane personnel for any signs of deterioration or damage in accordance with the appropriate Australian standard
4.3 Damaged or worn equipment is segregated and reported to an authorised person for testing/repair/destruction
4.4 Crane and equipment are correctly stowed and secured in accordance with manufacturers instructions and the appropriate Australian standard

5 Complete job records

5.1 Customer feedback is sought regarding satisfaction with the completed job, and any areas of concern are reported according to workplace procedures
5.2 Customer's signature on job completion documentation is obtained
5.3 Required workplace records are updated accurately and promptly and processed according to workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures concerning the operation of a mobile crane at a worksite
- Problems that may occur during a lift and associated action that can be taken to address the problems concerned
- Communication systems used during a lift
- Focus of operation of work systems and equipment

Required skills:
- Communicate effectively with others when lifting and moving a load using a mobile crane up to and including 20 tonnes
- Read and interpret instructions, procedures, information and signs relevant to the lifting and moving of a load using a mobile crane up to and including 20 tonnes
- Complete documentation related to the lifting and moving of a load using a mobile crane up to and including 20 tonnes
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when lifting and moving a load using a mobile crane up to and including 20 tonnes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when lifting and moving a load using a mobile crane up to and including 20 tonnes in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when lifting and moving a load using a mobile crane up to and including 20 tonnes
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the lifting and moving of a load using a mobile crane up to and including 20 tonnes
- Plan own work including predicting consequences and identifying improvements
- Prioritise and multi-task work
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities

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

Operations may be conducted:

• by day or night
• in a variety of weather conditions

Environment may include movement of:

• equipment
• goods
• materials and vehicular traffic

Customers may be:

• internal or external

Mobile crane may be any slewing and non-slewing crane up to and including 20 tonne capacity and may be involved in work in a range of industry sectors including:

• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying

Hazards may include:

• power lines
• noise, light, energy sources
• overhead service lines
• surrounding buildings, structures, facilities
• underground services
• obstructions
• uneven or unstable ground and recently filled trenches
• stationary and moving machinery and equipment
• hazardous or dangerous materials
• traffic hazards and congestion
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

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes up to and including 20 tonnes
- relevant Australian standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID4007C  Control lift and movement of crane

Unit Descriptor
This unit involves the skills and knowledge required to direct the movement of a load when the load is out of the crane operator's view, including providing lift instructions to the crane operator using appropriate communication methods, monitoring the lift, and placing and securing load. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to the operation of mobile cranes up to and including 20 tonnes.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles, procedures and regulations to control the lift and movement of a mobile crane in a variety of operational contexts.

Competency Field
D – Load Handling

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Provide lift instructions
1.1 Load movement is performed in accordance with planned hazard prevention and control measures in line with appropriate Australian standards, codes of practice, guides and manufacturers specifications
1.2 Agreed communication and signal methods are used to coordinate the load movement with safety
1.3 Verbal communication and signals are clear, precise and concise so that they can be understood
1.4 Instructions take into account all relevant parameters to ensure safe, stable and smooth lift

2 Monitor lift
2.1 Load is constantly monitored to ensure it remains stable
2.2 Load conditions which may affect the continuing stability are identified and monitored
2.3 Any temporary bracing and/or load support is maintained until continuing stability is ensured
2.4 Unplanned situations are responded to according to workplace procedures in a manner that minimises risk to personnel and equipment
2.5 Site emergency procedures are followed

3 Place and secure load

3.1 Appropriate materials for fixing and anchoring the load are checked and selected in line with manufacturers specifications
3.2 Appropriate fixing methods are used to secure the load in line with manufacturers specifications and guides
3.3 Temporary securing is installed where hazards and weather conditions may vary during the load movement

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures concerning the controlling of the lift and movement of a mobile crane
- Problems that may occur during a lift and associated action that can be taken to address the problems concerned
- Communication systems used during a lift
- Focus of operation of work systems and equipment

Required skills:
- Communicate effectively with others when directing and controlling the lift and movement of a mobile crane
- Read and interpret instructions, procedures, information, technical data, manuals and signs relevant to the control of the lift and movement of a mobile crane
- Complete documentation related to the lift and movement of a mobile crane
- Operate electronic communication equipment to required protocol
- Work collaboratively with others during the control of the lift and movement of a mobile crane
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when directing and controlling the lift and movement of a mobile crane in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when directing and controlling the lift and movement of a mobile crane
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the control of the lift and movement of a mobile crane
• Plan own work including predicting consequences and identifying improvements
• Prioritise and multi-task work
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• by day or night
• in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials and vehicular traffic

Customers may be:
• internal or external

Mobile crane may be any slewing and non-slewing mobile crane involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying
Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Load movements may include:

- luffing
- slewing
- hoisting
- telescoping boom

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant Australian standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLID407C Load and unload goods/cargo**

**Unit Descriptor**
This unit involves the skills and knowledge required to load and unload goods and cargo, including loading and unloading goods, securing and protecting the load and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations/permit requirements including those of the relevant state/territory roads and traffic authority concerning the loading of goods/cargo.

Work is performed under some supervision generally within a team environment. It involves the application of the basic principles, routine procedures and regulatory/permit requirements to the loading and unloading of goods/cargo.

**Competency Field**
D – Load Handling

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

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

1 Load and unload goods/cargo

1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures

1.2 Dangerous or hazardous goods are identified and handled in accordance with the Australian Dangerous Goods (ADG) Code and other relevant regulations/permit requirements

1.3 Load is packed/unpacked to make safe and effective use of available spaces

1.4 Goods/cargo are loaded in accordance with relevant mass and loading regulations and workplace procedures

1.5 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation

1.6 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

1.7 Goods requiring special handling and/or documentation are identified and appropriate procedures followed

1.8 Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods
2 Secure and protect load

2.1 The distribution of the load is checked to ensure that it is even, legal and within safe working capacity
2.2 Load is checked to ensure that dangerous goods and hazardous substances are appropriately segregated in accordance with the ADG Code
2.3 Load is secured using the correct load restraint and protection equipment for different loads, carrying and storage conditions
2.4 The load is protected in accordance with legal and workplace safety requirements

3 Complete documentation

3.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the ADG Code where applicable
3.2 All required documentation for the goods is completed in accordance with workplace requirements including the ADG Code where applicable

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:
- Relevant Australian standards and regulations including state/territory mass and loading regulations
- National Load Restraint Guide
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks when loading and unloading goods/cargo and related precautions to control the risk
- Security awareness requirements when loading and unloading vehicles and in particular the recognition, isolation and reporting of suspicious cargo and goods
- Workplace procedures and policies for the loading and unloading of goods/cargo
- Housekeeping standards procedures required in the workplace
- Methods of securing a load
- Site layout and obstacles
- Problems that may arise when loading and unloading goods and cargo and actions that should be taken to prevent or solve them

Required skills:
- Communicate effectively with others when loading and unloading goods and cargo
- Read and interpret instructions, procedures, information, signs and labels relevant to the loading and unloading of goods and cargo
- Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels and take appropriate action
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the loading and unloading of goods and cargo
• Operate electronic communication equipment to required protocol
• Estimate the size, shape and special requirements of loads and take appropriate action
• Work collaboratively with others when loading and unloading goods and cargo
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when loading and unloading goods and cargo in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected situations that may occur when loading and unloading goods and cargo
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the loading and unloading of goods and cargo
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in cargo and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:  • in a range of work environments
                                 • by day or night
Customers may be:                • internal or external
Workplaces may comprise:         • large, medium or small worksites
Work may be conducted in:        • restricted spaces
                                 • exposed conditions
                                 • controlled or open environments
Goods/cargo to be loaded or unloaded may: • require special precautions
Loads to be shifted may be:
- irregularly shaped
- packaged or unpackaged
- labelled or unlabelled
- palleted or unpalleted

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Loading operations may be carried out:
- manually
- with the aid of lifting equipment and/or appliances

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the loading and unloading of goods/cargo
- ADG Code and associated regulations
- supplier and/or client instructions
- material safety data sheets
- EPGs and Initial Response Guide (HB76:1998 or equivalent)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- Load Restraint Guide

Applicable regulations and legislation may include:

- relevant Australian standards and regulations including state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

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

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

o the underpinning knowledge and skills
o relevant legislation and workplace procedures
o other relevant aspects of the range statement

Context of and specific resources for assessment

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

• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLID4107C  Undertake cash-in-transit loading and unloading in an unsecured environment

Unit Descriptor
This unit involves the skills and knowledge required to undertake cash-in-transit loading in an unsecured environment, including selecting an appropriate loading site, undertaking the load transfer, and completing required transfer documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in unsecured environments.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Select loading site
1.1 Plans of site access, exit points and key physical features are identified
1.2 Site for consignment transfer is selected in accordance with security plan and with due regards for own safety, safety of security team, members of the public and consignment
1.3 Loading site(s) is selected in consultation with customer and/or specific loading/unloading requirements are identified and assessed for accessibility and security
1.4 Alternative loading sites are identified in accordance with workplace operating procedures where pre-determined site is assessed as inappropriate
1.5 Proposed changes to loading site(s) are relayed to branch and authorisation sought where required

2 Undertake load transfer
2.1 Permission to enter and exit loading area (where required) is obtained in accordance with workplace procedures
2.2 Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques are undertaken in accordance with operational plan
2.3 Security systems are activated/deactivated as necessary
2.4 Contingency plans are identified and confirmed with other team members
2.5 Security devices are activated at consignment in accordance with procedures
2.6 The environment is constantly monitored to maintain a safe working environment
2.7 Consignment is identified and details are verified and checked for conformity with manifest
2.8 Non-conforming consignments are documented and reported in accordance with workplace procedures
2.9 Load characteristics are identified and considered when determining appropriate loading and unloading procedures
2.10 Load characteristics are identified and considered when determining appropriate loading and unloading procedures
2.11 Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements
2.12 Consignment is delivered, stored and secured in accordance with operational plan and workplace procedures

3 Complete transfer documentation
3.1 Details of consignment delivery are verified by client or client representative
3.2 Transfer documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state/territory permit and licence regulations and requirements
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Requirements for approved work procedures and relevant equipment
- Problems that may arise when undertaking cash-in-transit loading and unloading in an unsecured environment and actions that should be taken to prevent or solve them
- Risks and hazards when transferring cash in transit and related precautions to control the risk
- Operational procedures for identification of security risks
- Contingency planning relating to managing and controlling security risks
- Housekeeping standards procedures required in the workplace

Required skills:
- Communicate effectively with others when undertaking cash-in-transit loading and unloading in an unsecured environment
- Read and interpret instructions, procedures, information and signs relevant to cash-in-transit loading and unloading in an unsecured environment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to cash-in-transit loading and unloading in an unsecured environment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when undertaking cash-in-transit loading and unloading in an unsecured environment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when undertaking cash-in-transit loading and unloading in an unsecured environment in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during cash-in-transit loading and unloading in an unsecured environment
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Safely use correct manual handling techniques

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

Operations may be conducted: • in a range of work environments
• weather conditions
• by day or night

Customers may be: • internal or external

Hazards may include: • vehicular and pedestrian traffic
• firearm handling
• persons with felonious intent
• uneven ground, steps, road surfaces
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
Consultative processes may involve:

- clients
- private security personnel
- public sector security personnel
- police
- security consultants
- other employees and supervisors
- management
- other professional or technical staff

Consignment risk may include:

- staff fidelity
- other theft
- loss through negligence

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Security systems/devices may include:

- two-key safes
- ATM vaults
- surveillance cameras
- VCRs
- alarm systems
- access control systems
- time-delay devices

Loading and unloading areas may be:

- part of regular deliveries
- one-off arrangements

Security arrangements are varied in line with:

- workplace policies and procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios
Information/documents may include:

- workplace procedures and policies
- job specifications
- relevant manufacturers specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory OH&S regulations and legislation, including manual handling regulations
- relevant Australian standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory fire arms legislation
- licensing and permits for firearms and security occupations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLID4307B Shift loads using gantry equipment**

**Unit Descriptor**
This unit involves the skills and knowledge required to shift loads using gantry equipment in accordance with workplace and regulatory requirements, including planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the equipment; locating the load and identifying the load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the equipment after the completion of operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using gantry equipment.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when shifting loads using gantry equipment as part of work activities in the stevedoring, transport, distribution and allied industries.

**Competency Field**
D – Load Handling

### ELEMENT

Elements describe the essential outcomes of a unit of competency.

#### PERFORMANCE CRITERIA

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

1. **Plan work for the prevailing working conditions**
   1.1 Traffic flow, weather 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
   1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments/gear are used to move the load
   1.3 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 operating systems to manage the operation of the equipment**
   2.1 Equipment is prepared and appropriate attachments fitted (where applicable)
   2.2 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine
   2.3 Engine is started in accordance with manufacturers guidelines to bring the engine to speed
2.4 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and workplace and regulatory safety requirements

2.5 Engine power is managed for efficiency of equipment movement and economy of equipment operations

2.6 Equipment operations are conducted within manufacturers specified torque range

2.7 Any faults or damage to equipment are immediately reported to the appropriate personnel

3 Locate load and identify load characteristics

3.1 Load is located and identified according to instructions

3.2 Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of the gantry equipment are identified

3.3 Load weight and dimensions are checked to ensure they fall within the capacity of the equipment

3.4 Loading and unloading plans are followed to ensure efficiency and safety of operations

3.5 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed

3.6 Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work

4 Safely move load

4.1 Equipment is operated and positioned using smooth and controlled movements

4.2 Manoeuvres are within the limits of the equipment and in line with manufacturers specifications

4.3 Load is moved ensuring no injury to personnel or damage to equipment or cargo

4.4 Continuous communication is maintained with personnel assisting the operator in the load movement operations using appropriate communications technology and procedures

4.5 In the event of a safety incident or emergency, the equipment is immediately stopped and workplace emergency procedures followed

4.6 Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements

5 Monitor and operate controls

5.1 Equipment controls are monitored and operated in accordance with manufacturers operating instructions

5.2 Control systems are understood and acted upon in accordance with regulatory requirements, manufacturers guidelines and workplace operating procedures

5.3 Control faults are identified and reported in accordance with enterprise guidelines
5.4 Hazards in the work area are identified and appropriate measures are adopted to control the risks in accordance with regulatory requirements and workplace procedures.

6 Stop, shut down and secure equipment

6.1 Equipment is brought to a controlled halt and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with manufacturers guidelines and workplace procedures.

6.2 Equipment is secured in accordance with manufacturers instructions and workplace procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international codes, regulations, licence/permit requirements relevant to the use of gantry equipment to shift loads.
- Relevant OH&S and environmental protection procedures and guidelines.
- Workplace procedures and policies for the use of gantry equipment to shift loads.
- Focus of operation of work systems, equipment, management and site operating systems for the use of gantry equipment to shift loads.
- Problems that may occur when using gantry equipment to shift loads and appropriate action that can be taken to resolve the problems.
- Relevant safety codes and emergency procedures.
- Types of gantry equipment used to shift loads in terminals/wharves, their applications and procedures and precautions for their use.
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of gantry equipment.
- The marking and numbering systems for cargo.
- Relevant bond, quarantine or other legislative requirements.

Required skills:

- Communicate effectively with others when shifting loads using gantry equipment.
- Read and interpret instructions, procedures, information and labels relevant to the shifting of loads using gantry equipment.
- Identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels.
- Interpret and follow operational instructions and prioritise work.
- Complete documentation related to the shifting of loads using gantry equipment.
- Receive, acknowledge and send messages with appropriate communications equipment.
- Estimate the size, shape and special requirements of loads.
- Work collaboratively with others when shifting loads using gantry equipment.
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when shifting loads using gantry equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when shifting loads using gantry equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using gantry equipment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and use relevant equipment, processes and procedures when using gantry equipment to shift loads
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Apply effective eye-hand coordination to operational tasks
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Cargo/freight may include:
- goods/containers with specialist requirements, including temperature controlled goods and dangerous goods
Range of equipment may include: • various types of bridge and gantry cranes

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• protective clothing
• high visibility clothing

Communication in the work area may include:
• phone
• fax
• email
• electronic data transfer (EDI)
• RF systems
• radio
• oral, aural or signed communications

Personnel in work area may include:
• workplace personnel
• site visitors
• contractors
• official representatives

Consultative processes may involve:
• staff members
• management
• union representatives
• industrial relations, OH&S specialists
• other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the shifting of loads using gantry equipment
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the shifting of cargo/containers using gantry equipment
- Australian and international regulations and codes of practice for the handling of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards including AS 1418 and AS 2550
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
o relevant and appropriate materials and/or equipment, and/or
o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLID4407B** Shift loads using cranes

**Unit Descriptor**
This unit involves the skills and knowledge required to shift loads using cranes in accordance with workplace and regulatory requirements, including planning the work for the prevailing working conditions; using the controls and operating systems to manage the operation of the crane; locating the load and identifying load characteristics; safely moving the load; monitoring the controls; and stopping, shutting down and securing the crane after the completion of operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the shifting of loads using cranes.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when shifting loads using cranes as part of work activities in the stevedoring, transport, distribution and allied industries.

**Competency Field**
D – Load Handling

### ELEMENT | PERFORMANCE CRITERIA
--- | ---
**1  Plan work for the current working conditions**  
1.1 Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to crane, loads or facilities  
1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments/gear are used to move the load  
1.3 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 crane operating systems**  
2.1 Crane is prepared for operation in accordance with manufacturers instructions and workplace procedures  
2.2 Crane is started in accordance with manufacturers guidelines  
2.3 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and workplace/regulatory safety requirements  
2.4 Engine power is managed for efficiency of crane movement and economy of crane operations
2.5 Crane operations are conducted within manufacturers specified torque range
2.6 Any faults or damage to crane are immediately reported to the appropriate personnel

3 Locate load and identify load characteristics

3.1 Load is located and identified according to instructions
3.2 Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of the crane are identified
3.3 Load weight and dimensions are checked to ensure they fall within the capacity of the crane
3.4 Loading and unloading plans are followed to ensure efficiency and safety of operations
3.5 Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed
3.6 Hazardous cargo is identified and relevant procedures are taken into account when planning and conducting the work

4 Safely move load

4.1 Crane is operated using smooth and controlled movements
4.2 Manoeuvres are within the limits of the crane and in line with manufacturers specifications
4.3 Load is moved ensuring no injury to personnel or damage to crane or cargo
4.4 Continuous communication is maintained with personnel assisting the operator in the load movement operations using appropriate communications technology and procedures
4.5 In the event of a safety incident or emergency, the crane is immediately stopped and workplace emergency procedures followed
4.6 Safety incidents and emergencies are reported in accordance with workplace procedures and regulatory requirements

5 Monitor controls

5.1 Crane controls are monitored and operated in accordance with manufacturers operating instructions
5.2 Control systems are understood and acted upon in accordance with regulatory requirements, manufacturers guidelines and workplace procedures
5.3 Control faults are identified and reported in accordance with workplace guidelines

6 Stop, shut down and secure equipment

6.1 Crane is brought to a controlled halt within manufacturers guidelines and shut down without injury to personnel or damage to equipment, loads or facilities in accordance with workplace procedures
6.2 Crane is secured after operations in accordance with manufacturers instructions and workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Australian and international codes and regulations relevant to the use of cranes to shift loads, including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the use of cranes to shift loads
- Focus of operation of work systems, equipment, management and site operating systems for the use of boom cranes to shift loads
- Problems that may occur when using cranes to shift loads and appropriate action that can be taken to resolve the problems
- Relevant safety codes and emergency procedures
- Types of boom cranes used to shift loads in terminals/wharves, their applications and procedures and precautions for their use
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes
- Relevant bond, quarantine or other legislative requirements

**Required skills:**
- Communicate effectively with others when shifting loads using cranes
- Read and interpret instructions, procedures, information and labels relevant to the shifting of loads using cranes
- Identify cargo, container and goods, coding, ADG and IMDG markings and, where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the shifting of loads using cranes
- Receive, acknowledge and send messages with appropriate communications equipment
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when shifting loads using cranes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when shifting loads using cranes in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when shifting loads using cranes
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the shifting of loads using cranes
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and use relevant equipment, processes and procedures when using cranes to shift loads
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of crane and its equipment and take appropriate action where required
• Apply effective eye-hand coordination to operational tasks
• Service equipment in terms of maintenance schedule and standard operating procedures

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

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• limited or restricted spaces
• exposed conditions
• controlled or open environments

Cargo/freight may include:
• goods/containers with specialist requirements, including temperature controlled goods and dangerous goods

Cranes may include:
• boom cranes in use at transport, rail or shipping terminals

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• protective clothing
• high visibility clothing
Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Consultative processes may involve:

- staff members
- management
- union representatives
- industrial relations, OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the shifting of loads using cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the shifting of cargo/containers using cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards, including AS2550
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID4507B Operate specialised light load shifting equipment

Unit Descriptor
This unit involves the skills and knowledge required to operate specialised light load shifting equipment in accordance with workplace requirements and relevant regulatory requirements, including planning work for the current working conditions; using controls and equipment operating systems to manage movement of the unit and accessory operations; locating load and identifying load characteristics; moving materials and loads; monitoring and operating controls; and stopping, parking and securing equipment after operation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with codes, regulations, licence and/or permit and workplace requirements relevant to operation of the specialised light load shifting equipment concerned.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the operation of specialised light load shifting equipment in the stevedoring, transport, warehousing, distribution and/or storage industries.

Competency Field
D – Load Handling

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

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

1 Plan work for the current working conditions

1.1 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

1.2 Characteristics of the load are taken into account to ensure that, where applicable, appropriate attachments are used to transport the load

1.3 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

2.1 Light load shifting equipment is prepared and any appropriate attachment fitted

2.2 Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and
and accessory operations

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>starting engine</td>
<td>2.3 Engine is started in accordance with manufacturers guidelines to bring the engine to speed</td>
</tr>
<tr>
<td></td>
<td>2.4 Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturers specifications and enterprise safety requirements</td>
</tr>
<tr>
<td></td>
<td>2.5 Engine power is managed for efficiency of equipment movement and economy of equipment operations</td>
</tr>
<tr>
<td></td>
<td>2.6 Equipment operations are conducted within manufacturers specified torque range</td>
</tr>
<tr>
<td></td>
<td>2.7 Any faults or damage to equipment are immediately reported to the appropriate personnel</td>
</tr>
</tbody>
</table>

3 Locate load and identify load characteristics

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Load is located and identified according to instructions</td>
<td></td>
</tr>
<tr>
<td>3.2 Loading and unloading plans are followed to ensure efficiency</td>
<td></td>
</tr>
<tr>
<td>and safety of operations</td>
<td></td>
</tr>
<tr>
<td>3.3 Characteristics of the load are taken into account to ensure</td>
<td></td>
</tr>
<tr>
<td>appropriate loading and unloading procedures are followed</td>
<td></td>
</tr>
<tr>
<td>3.4 Hazardous goods are identified and relevant procedures are</td>
<td></td>
</tr>
<tr>
<td>taken into account when planning and conducting the work</td>
<td></td>
</tr>
<tr>
<td>3.5 Load weight and dimensions are within the capacity of the</td>
<td></td>
</tr>
<tr>
<td>equipment</td>
<td></td>
</tr>
</tbody>
</table>

4 Move materials and loads

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Light load shifting equipment is manoeuvred and positioned</td>
<td></td>
</tr>
<tr>
<td>using smooth and controlled movements</td>
<td></td>
</tr>
<tr>
<td>4.2 Manoeuvres are within the limits of the equipment and in line</td>
<td></td>
</tr>
<tr>
<td>with manufacturers specifications</td>
<td></td>
</tr>
<tr>
<td>4.3 Materials are moved ensuring no injury to personnel or damage</td>
<td></td>
</tr>
<tr>
<td>to equipment or goods</td>
<td></td>
</tr>
</tbody>
</table>

5 Monitor and operate controls

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Light load shifting equipment controls are monitored and</td>
<td></td>
</tr>
<tr>
<td>operated in accordance with manufacturers operating instructions</td>
<td></td>
</tr>
<tr>
<td>5.2 Control systems are understood and acted upon in accordance</td>
<td></td>
</tr>
<tr>
<td>with statutory authority regulations, manufacturers guidelines and</td>
<td></td>
</tr>
<tr>
<td>site operating procedures</td>
<td></td>
</tr>
<tr>
<td>5.3 Control faults are identified and reported in accordance with</td>
<td></td>
</tr>
<tr>
<td>manufacturers instructions and workplace guidelines</td>
<td></td>
</tr>
</tbody>
</table>

6 Stop, park and secure light load shifting equipment

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Light load shifting equipment is brought to a controlled halt</td>
<td></td>
</tr>
<tr>
<td>within manufacturers guidelines</td>
<td></td>
</tr>
<tr>
<td>6.2 Light load shifting equipment is parked without injury to</td>
<td></td>
</tr>
<tr>
<td>personnel or damage to equipment, loads or facilities in accordance</td>
<td></td>
</tr>
<tr>
<td>with company procedures</td>
<td></td>
</tr>
<tr>
<td>6.3 Light load shifting equipment is secured on a flat, even surface</td>
<td></td>
</tr>
</tbody>
</table>
and not close to doorways, aisles, access-ways or blind corners
and in accordance with securing procedures for the
appropriate equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations relevant to the operation of specialised light load shifting equipment, including,
where relevant, the Australian Dangerous Goods Code and relevant bond, quarantine or other
legislative requirements
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the operation of the specialised light load shifting
equipment
• Focus of operation of work systems, equipment, management and site operating systems for
the operation of the specialised light load shifting equipment
• The purpose, characteristics, capabilities, requirements and limitations of the specialised light
load shifting equipment
• Conveyed materials' potential for toxicity, reactivity, material grade, type and purpose
including information from relevant material safety data sheets and Australian Dangerous
Goods Code documentation (where applicable)
• Problems that may occur when operating the specialised light load shifting equipment and
appropriate action that can be taken to resolve the problems
• Operational safety requirements and precautions for the specialised light load shifting
equipment concerned
• Documentation and record requirements
• Housekeeping standards procedures required in the workplace
• Site layout and obstacles
• Relevant permit and licence requirements

Required skills:
• Communicate effectively with others when operating specialised light load shifting
equipment
• Read and interpret instructions, procedures, information and signs relevant to the operation of
specialised light load shifting equipment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of specialised light load shifting equipment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating specialised light load shifting equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour
and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur
when operating specialised light load shifting equipment in accordance with regulatory
requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Implement contingency plans for unanticipated situations that may arise when operating specialised light load shifting equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of specialised light load shifting equipment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use relevant gear and accessories when operating specialised light load shifting equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment and take appropriate action where required
• Service equipment in terms of maintenance schedule and standard operating procedures

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

Work may be conducted: • in a range of work environments
• by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Work may be conducted in: • limited or restricted spaces
• holds on ships
• exposed conditions
• controlled or open environments
• even or uneven surfaces
• wet or dry surfaces
Equipment may include: • skid steer loaders
• light internal transfer vehicles
• front-end loaders (up to 10 tonne)
• elevated work platforms
Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Hazards in the work area may include exposure to:

- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- service lines
- spills, leakages and ruptures
- dust/vapours
- faulty gear/equipment/tools

Consultative processes may involve:

- workplace personnel including supervisors and managers
- equipment manufacturers and suppliers
- site visitors and contractors
- union representatives, industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- electronic data interchange (EDI)
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies for the operation of the specialised light load shifting equipment concerned
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- manufacturers specifications for equipment/tools
- equipment identification labels, bar codes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes, regulations and licence/permit requirements pertaining to the operation of the specialised light load shifting equipment concerned including the ADG Code (where applicable)
- state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace.
**TLID707C**  
**Prepare cargo for transfer with slings**

**Unit Descriptor**  
This unit involves the skills and knowledge required to prepare cargo for transfer with slings in accordance with workplace requirements and relevant regulatory requirements, including preparing for transfer of cargo, calculating Safe Working Load (SWL) or Working Load Limit (WLL) of slings and loads, slinging cargo and unslinging cargo, and strapping and unstrapping goods. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the preparation of cargo for transfer with slings.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of regulatory requirements and workplace procedures to the preparation of cargo for transfer with slings in the stevedoring, transport, warehousing, distribution and/or storage industries.

**Competency Field**  
D – Load Handling

<table>
<thead>
<tr>
<th><strong>ELEMENT</strong></th>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elements describe the essential outcomes of a unit of competency.</strong></td>
<td><strong>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</strong></td>
</tr>
</tbody>
</table>
| **1 Prepare for transfer of cargo** | **1.1 Working area is prepared and maintained in accordance with national standards and safety codes and site operating procedures**  
**1.2 Unsafe work practices and/or faulty equipment is reported in accordance with enterprise procedures**  
**1.3 Correct protective equipment is identified and worn** |
| **2 Calculate Safe Working Load or Working Load Limit of slings and loads** | **2.1 Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using standardised formulae for different types of lifting cables**  
**2.2 Lifting equipment is checked to determine the safe working load**  
**2.3 Slinging gear is checked for conformity with safety equipment** |
| **3 Sling cargo and unsling cargo** | **3.1 Cargo is slung/unslung in accordance with national standards, safety codes and site operating procedures**  
**3.2 Correct securing devices are identified and used** |
3.3 Load is steadied by tag lines as required
3.4 Damaged cargo is identified and reported in accordance with enterprise procedures
3.5 Slinging attachments are released from load ensuring no injury to personnel or damage to machinery or cargo

4 Strap and unstrap goods

4.1 Cargo is strapped and unstrapped in accordance with national standards, safety codes and site operating procedures
4.2 Mechanical strapping equipment is used in accordance with manufacturers instructions
4.3 Damaged cargo is identified and reported in accordance with enterprise reporting procedures
4.4 Strapping arrangements are secured/released to/from load ensuring no injury to personnel or damage to machinery or cargo

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the transfer of cargo with slings, including, where relevant, the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the transfer of cargo with slings
- Focus of operation of work systems, equipment, management and site operating procedures for the transfer of cargo with slings
- Cargos potential for toxicity, reactivity, material grade, type and purpose including information from relevant material safety data sheets and Australian Dangerous Goods Code documentation (where applicable)
- Gear and equipment used during the transfer of cargo with slings and the precautions and procedures that should be followed in their use
- Problems that may occur when preparing cargo for transfer with slings and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when preparing cargo for transfer with slings
- Read and interpret instructions, procedures, information and signs relevant to the preparation of cargo for transfer with slings
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of cargo for transfer with slings
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when preparing cargo for transfer with slings
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when preparing cargo for transfer with slings in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when preparing cargo for transfer with slings
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of cargo for transfer with slings
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant gear and equipment when preparing cargo for transfer with slings
- Use balance points and estimate weights in setting up loads to be shifted
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces
Slinging gear may include:
- fibre ropes
- wire ropes
- chains
- webbing slings

Hazards in the work area may include exposure to:
- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving machinery, goods, materials and vehicular traffic
- contamination of, or from, materials being handled
- service lines
- spills, leakages and ruptures
- dust/vapours
- faulty gear/equipment/tools

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- additional gear and equipment
- noise restrictions
- hours of operations
- authorities and permits

Consultative processes may involve:
- workplace personnel including supervisors and managers
- equipment manufacturers and suppliers
- site visitors and contractors
- union representatives, industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- respirators and fume masks
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies for the preparation of cargo for transfer with slings
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- manufacturers specifications
- equipment identification labels, bar codes and serial numbers
- supplier and/or client instructions
- relevant OH&S requirements and policies
- relevant Australian standards and certification requirements including Australian Standard on wire rope, chain and webbing slings
- material safety data sheets where applicable
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant legislation, regulations and related documentation including the ADG Code (where applicable)
- award, enterprise bargaining agreement and other industrial arrangements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the transfer of cargo with slings
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification requirements, including Australian Standard 2359 - Industrial Truck Code
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

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

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

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Monitor crane operations

Unit Descriptor
This unit involves the skills and knowledge required to monitor crane operations in accordance with workplace procedures and regulatory requirements, including monitoring work performance and progress, monitoring personnel working in operational area, solving problems concerning crane operations and making decisions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when monitoring crane operations as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Monitor work performance and progress
1.1 Work is performed in line with workplace requirements and objectives, ensuring safe work practices are maintained in accordance with statutory authority regulations, national and industry safety codes and workplace procedures
1.2 Crane operations and compliance with operational procedures are monitored regularly and refined in consultation with supervisor, crane drivers and other employees
1.3 Work performance rates are maintained with delays being minimised to ensure work program objectives are met
1.4 Safety in the work area is continually monitored during crane operations and required action is taken to identify and control hazards and risks

2 Monitor personnel working in operational area
2.1 Vigilance is maintained when personnel are working in the cranes operational area in accordance with statutory requirements, national standards and safety codes
2.2 Personnel are checked out of operational area before securing operational area/storage location/ships hold after completion of shift and when task is completed, ensuring all personnel are safely out of the area/hold
2.3 Personnel working in the operational area/storage location/ships hold are warned of any danger in accordance with workplace procedures and regulatory requirements

2.4 Personnel working in the operational area/storage location/ships hold are alerted when required and emergency responses are initiated to provide assistance to personnel in hold

3 Solve problems and make decisions

3.1 Problems are solved and decisions are made to ensure optimum efficiency of operations having regard to management and client objectives

3.2 Employees are encouraged to contribute their opinions to facilitate effective decisions and resolution of problems

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to crane operations, including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the monitoring of crane operations
- Focus of operation of work systems, equipment, management and site operating systems for crane operations
- Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:
- Communicate effectively with others when monitoring crane operations
- Read and interpret instructions, procedures, information, labels and signs relevant to the monitoring of crane operations
- Identify cargo, container and goods, coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of crane operations
- Receive, acknowledge, send messages and give signals using required communications equipment and protocols while monitoring crane operations
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when monitoring crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when monitoring crane operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise when monitoring crane operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring of crane operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when monitoring crane operations
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

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

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments

Cargo/freight may include:
- goods with specialist requirements, including temperature controlled goods and dangerous goods

Cranes may include:
- cranes in use at transport, rail or shipping terminals or wharves
Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to crane operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for crane and associated equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards, including AS 2550
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLID907C  Direct crane operations

Unit Descriptor
This unit involves the skills and knowledge required to direct crane operations in accordance with workplace and regulatory requirements including performing checks of the work area, performing checks of cargo, receiving and interpreting directions, anticipating cargo transfer sequence, and directing crane operators and transferring loads in accordance with job requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when directing crane drivers as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
D – Load Handling

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Perform check of work area
1.1 The work area is checked ensuring that the area is in accordance with relevant safety codes and national standards
1.2 Unsafe work areas are identified and reported to appropriate personnel

2 Perform check of cargo
2.1 Cargo/containers are checked ensuring they are safe to handle in accordance with national standards and industry safety codes
2.2 Unsafe or damaged cargo is identified and reported to appropriate personnel

3 Interpret and provide directions
3.1 Directions are provided using the required communications technology/mode
3.2 Directions are confirmed ensuring any unclear instructions are checked and clarified with the relevant staff

4 Anticipate cargo transfer sequence
4.1 Cargo transfer sequence is anticipated ensuring compliance with operating procedures and safe and efficient transfer operations
4.2 Cargo sequence is anticipated by referral to ships stowage plans/required sheets

5 Direct crane operators and transfer loads

5.1 Crane operators are directed to work locations to ensure that cargo/containers are transferred in accordance with workplace procedures and regulatory requirements

5.2 Crane drivers are immediately alerted to unsafe conditions, safety incidents and emergencies in accordance with workplace procedures and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international codes and regulations relevant to crane operations, including the Australian and International Dangerous Goods Codes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the direction of crane operations
- Focus of operation of work systems, equipment, management and site operating systems for crane operations
- Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems
- Relevant handling and safety codes
- Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation
- Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes
- The marking and numbering systems for cargo
- Relevant bond, quarantine or other legislative requirements

Required skills:

- Communicate effectively with others when directing crane operations
- Read and interpret instructions, procedures, information, labels and signs relevant to the direction of crane operations
- Identify cargo, container and goods, coding, ADG and IMDG markings and, where applicable, emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the direction of crane operations
- Receive, acknowledge, send messages and give signals using required communications equipment and protocols while directing crane operations
- Estimate the size, shape and special requirements of loads
- Work collaboratively with others when directing crane operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when directing crane operations in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when directing crane operations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the direction of crane operations
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and use relevant equipment, processes and procedures when directing crane operations
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Work may be conducted: in a range of work environments
• by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites

Work may be conducted in: limited or restricted spaces
• exposed conditions
• controlled or open environments

Workplace procedures when directing crane operations include:
• the following of the job plan and prepared work priorities
• specific site operating procedures
• requirements for safe and efficient operations
• effective communications with crane operators ensuring directions are promptly and accurately understood

Cranes may include: cranes in use at transport, rail or shipping terminals or wharves
Account may be taken of the following conditions in relation to operational safety (depending on the context of crane operations concerned):

- organisational and statutory operating requirements
- surface condition of the work area
- stacking area
- degree of visibility
- weather conditions
- other traffic
- obstacles
- site and nature of loads
- ship/vehicle/ rail movements
- tidal movement

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- hand signals
- oral, aural or signed communications

Personnel in work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to crane operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for crane and associated equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards, including AS 2550
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE1007C  Estimate furniture removal jobs

Unit Descriptor
This unit involves the skills and knowledge required to estimate furniture removal jobs including estimating requirements of removal jobs, interacting with customers regarding removals, and preparing documentation for removals job. Estimates may include estimates of the volume of a furniture removals job and calculations of expenses, time and resources. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with company procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements.

Work is normally performed under limited supervision or unsupervised. It involves the application of standard furniture removal procedures when carrying out estimation of furniture removal jobs.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Estimate requirements of removals jobs
1.1 An accurate and complete inventory is taken which records all furniture and effects to be removed
1.2 The type of goods to be moved is accurately defined so that appropriate arrangements for fragile or dangerous good can be made, following workplace procedures and legislative requirements
1.3 The job requirements are estimated in relation to the size of the van, the amount of time required, labour required, hazards involved, and other resources needed to complete the job
1.4 Job costs are calculated on the basis of volume, time and distance

2 Interact with customers regarding removals
2.1 Customer requests and queries are courteously handled both face-to-face and on the telephone
2.2 Customers are appropriately briefed in relation to the organisational details, legal liability, insurance and contractual details of the removals job, following workplace procedures
2.3 Personal contact with the customer is maintained during and following the removal to ensure customer's needs are satisfied and any concerns are addressed
3 Prepare documentation for removals job

3.1 A job quotation is documented and submitted to the customer as required, following workplace procedures

3.2 The removal is scheduled and booking staff are informed as required

3.3 The removal job is audited against the pre-job estimates and recommendations for improvements made if appropriate

REQUIRED KNOWLEDGE AND SKILLS

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

**Required knowledge:**

- Relevant procedures and duty of care requirements
- Relevant OH&S and environmental protection legislation and policies
- Furniture removal estimation procedures and related codes of practice
- Relevant agreements and legislation applicable to furniture removal
- Customer service requirements including language, courtesy, behaviour and problem solving
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and the associated reasons
- Special requirements that may need to be addressed in a removal and the related procedures to be adopted
- Documentation that is completed during an estimation of a removal job

**Required skills:**

- Communicate effectively with others when estimating a furniture removal job
- Read and interpret instructions, procedures and information relevant to estimating a furniture removal job
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to estimating a furniture removal job
- Operate electronic communication equipment to required protocol
- Estimate mass, volume and area and to quantify dimensions
- Carry out calculations required when estimating removal jobs
- Work collaboratively with others when estimating a furniture removal job
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when estimating a furniture removal job in accordance with workplace procedures
- Plan own work, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify equipment used in removals and understand its application and the procedures involved
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Removal sites may include:
• domestic premises
• industrial premises
• commercial premises
• local suburban, country, interstate, overseas

Customers may be:
• internal and external

Operations may be conducted:
• by day or night
• in a variety of weather conditions

Hazards may include:
• power and telephone lines, trees and landscaping
• driveway length and surface
• parking restrictions
• stairs and steps
• lawn sprinklers on automatic timers
• obstructions
• uneven or unstable ground
• door and passageway widths and tight internal corners
• low hanging light fittings and other fixture obstructions
• unfriendly pets

Requirements for access may include:
• site restrictions and procedures
• personal protective equipment
• authorities and permits
• security arrangements at the site
• hours of operation
• removal duration
• additional gear and equipment
• communications equipment
Consultative processes may involve:
- customers
- other employees and supervisors
- management and other office personnel
- union representatives
- Occupational Health and Safety specialists
- other professional and technical staff and tradespeople

Special requirements may include:
- dismantling of items
- temporary removal of doors and fittings on site
- the use of tradespersons such as electricians, carpenters, cabinet makers, etc.

Communications may include:
- fixed and mobile phones, radio, fax, laptop computer/Internet
- oral/aural communications
- written communications, including completing and signing documents

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology including:
- manual techniques
- calculator
- computer

Information/documentation may include:
- job estimate
- Operations Furniture Removalist Manual
- job specifications and procedures
- OH&S procedures and regulations
- manufacturers specifications
- workplace operating procedures and policies
- customer instructions
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- job safety analysis
- site plan
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority vehicle driver licence requirements
- relevant state/territory traffic act and related regulations
- relevant state/territory OH&S legislation and regulations
- relevant state/territory environmental protection legislation and regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE107C Present routine workplace information

Unit Descriptor
This unit involves the skills and knowledge required to present routine workplace information in accordance with workplace requirements including preparing and presenting routine workplace documents and preparing and delivering oral presentations as part of routine work. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements concerning the preparation and presentation of routine workplace information.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory requirements when preparing and presenting routine workplace information as part of work activities in the stevedoring, transport, distribution and allied industries.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare and present document
1.1 Purpose of the document is identified
1.2 Sources of information are established
1.3 Information is collated and presented in a logical order
1.4 Document style is selected to match purpose and workplace pro-formas
1.5 Language is clear, concise and conveys appropriate information to target audience
1.6 Document is checked to ensure that it follows workplace requirements
1.7 Completed document is presented to appropriate personnel as required

2 Prepare and deliver oral presentation
2.1 Purpose of oral presentation is established
2.2 Target audience is identified
2.3 Information is gathered and sorted
2.4 Visual, audio and physical support media are identified or developed, if required, in accordance with workplace procedures
2.5 Presentation is trialled and adjusted to suit target audience
2.6 Information is presented in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for preparing and presenting routine workplace information
- Focus of operation of work systems, equipment, management and site operating systems for the preparation and presentation of routine workplace information
- Documents, forms, and oral presentations required as part of routine workplace activities
- Problems that may occur when preparing and presenting routine workplace information and appropriate action that can be taken to resolve the problems

Required skills:
- Communicate effectively with others when preparing and presenting routine workplace information
- Read and interpret instructions, procedures and information relevant to the preparation and presentation of routine workplace information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation and presentation of routine workplace information
- Receive, acknowledge and send messages with available communications equipment
- Work collaboratively with others when preparing and presenting routine workplace information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing and presenting routine workplace information in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Identify, select and use relevant equipment, processes and procedures when preparing and presenting routine workplace information
- Use presentation packages for slides, overhead projector, computer presentations
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT

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

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments

Workplace information to be prepared and presented may include: • routine reports, documentation and forms that are required to be completed to instructions, or pro-formas as part of routine job requirements

Reports/forms may be presented: • orally, in writing or via a computer

Hazards in the work area may include exposure to: • chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic

Personal protective equipment needed in the work area may include: • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing

Communication in the work area may include: • phone • fax • email • electronic data transfer (EDI) • RF systems • radio • oral, aural or signed communications
Consultative processes may involve

- staff members
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to workplace activities
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the transfer of cargo/freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE1207C  Consolidate manifest documentation

Unit Descriptor
This unit involves the skills and knowledge required to consolidate manifest documentation including the identification of the documentation required and the processing of the information in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to efficiently and effectively consolidate manifest documentation.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Identify required documentation
1.1 Relevant documentation is collated and checked to ensure all appropriate information has been entered
1.2 Omissions/discrepancies are noted and reported in accordance with workplace procedures
1.3 Identification codes, manifest codes, details of dangerous goods declarations and pertinent data are entered into record system in accordance with workplace procedures and, where required, statutory requirements
1.4 Relevant clearances for the movement of goods/freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with workplace procedures

2 Process documentation
2.1 Files/system are amended including the appending of all relevant data/information
2.2 Tracking/monitoring processes are completed and documentation is forwarded in accordance with workplace procedures and, where required, statutory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant codes of practice and legislative requirements including Australian Dangerous Goods Code and relevant freight regulations
• Relevant OH&S and environmental procedures and regulations
• Workplace procedures to be followed in the consolidation of manifests
• Operational procedures for document control
• Sources of information/documentation needed when consolidating manifests
• Customer service policies and procedures

Required skills:
• Communicate effectively with others when consolidating manifest documentation
• Read and interpret instructions, procedures, information and labels relevant to the consolidation of manifest documentation
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the consolidation process
• Work collaboratively with others when consolidating manifest documentation
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when consolidating manifest documentation in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when consolidating manifest documentation
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

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

Consolidation of manifest documentation may be undertaken in:
• the bulk handling, dangerous goods and freight forwarding sectors of the transport and distribution industry

Requirements for work may include:
• freight forwarding protocols and procedures
• communications equipment
• workplace operations
• authorities and permits
• hours of operation
• relevant regulations
Documentation may include:

- type, capacity and compatibility of cargo
- weigh bridge tickets
- loading dockets
- orders
- invoices

Consultative processes may involve:

- other employees and supervisors
- agents, suppliers, clients
- relevant authorities and institutions
- management
- OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- supplier and/or client instructions
- relevant Australian standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
Applicable procedures and codes may include:

- regulations relevant to the transport of freight
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace.
TLIE1307C  Apply workplace statistics

Unit Descriptor
This unit involves the skills and knowledge required to apply statistical data in the workplace including identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
The application of workplace statistics is carried out as an integral part of work operations in the context of the workplace concerned.

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established statistical principle

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
E – Communication and Calculation

ELEMENT
Elements describe the essential outcomes of a unit of competency.

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

1 Identify situations where statistics are used in the workplace
1.1 Types of statistical representations of data are identified
1.2 Users of statistical data in the workplace are identified
1.3 Statistical data representations are matched for appropriate workplace applications

2 Collect numerical data
2.1 Purpose of data collection is identified
2.2 Sources of information are established
2.3 Data collection methods are used
2.4 Mathematical processes are used to arrange data
2.5 Data collected is checked for accuracy
2.6 Potential for inaccurate results arising from variables is
3 Process and present data

3.1 Data collected is represented in graphs, tables, averages and percentages as required
3.2 Spreadsheets and flowcharts are used to present data

4 Interpret trends and patterns from numerical data

4.1 Non-conforming results outside of the predicted outcome are noted and reasons identified
4.2 Trends or patterns in data are noted
4.3 Possible reasons for trends or patterns are generated
4.4 Potential solutions are identified
4.5 Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data

5 Apply outcomes of statistical analysis to workplace operations

5.1 Interpreted data is used to identify possible improvements in work processes and organisation
5.2 Appropriate action is initiated to implement identified strategies for the improvement of processes or work organisation in accordance with workplace procedures
5.3 Improvements are statistically monitored and evaluated in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Workplace protocols and procedures for applying workplace statistics within work activities
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis
- Workplace business policies and plans including procedures for reporting performance

Required skills:
- Communicate effectively with others when applying workplace statistics
- Read and interpret instructions, procedures, and technical data relevant to the application of workplace statistics
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to workplace statistics
- Work collaboratively with others when applying workplace statistics
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems related to the application of workplace statistics in accordance with workplace procedures
• Select and appropriately apply technology, information systems and procedures to workplace tasks
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

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

The workplace environment may involve twenty-four hour operation and may include:
• single and multi-site location
• large, medium and/or small companies

Services, products, risks, work systems and requirements may potentially:
• vary across different sections of the workplace

Customer and supplier contact and coordination is:
• a requirement of these operations

The key requirement of this unit is to:
• interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel

Workplace applications of statistical data representations may include (examples only):
• monitoring work flow
• inventory and stock levels
• customer surveys
• supplier and market analysis
• fleet control

Statistics may be generated from:
• raw data
• machine generated information
• complex, dedicated computerised facilities

Personnel in work area may include:
• other employees and supervisors
• customers and suppliers
• external authorities and agencies
• management and union representatives
• industrial relations, Occupational Health and Safety specialists
• other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace procedures, policies and instructions
- guidelines relating to minimising risks to the environment and occupational health and safety requirements
- relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIE1407C**

**Compile and process export documentation**

**Unit Descriptor**

This unit involves the skills and knowledge required to compile and process export documentation including assessing cargo for transport, preparing regulatory and commercial documentation, preparing transport documentation, and coordinating documentation in accordance with requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight.

Work is performed under general supervision. It involves the application of routine principles and procedures to compile and process export documentation.

**Competency Field**

E – Communication and Calculation

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

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

1 **Assess cargo for transport**

1.1 Cargo for export is assessed in terms of commodity type and size, fair market value, shipping method, classification and conformity to domestic and foreign export/import requirements

1.2 Customer is advised of discrepancies/anomalies and procedures for rectification in accordance with workplace procedures

2 **Prepare regulatory and commercial documentation**

2.1 Export packing lists are prepared from shipper's instructions including information regarding identifying marks and numbers, weights and measurements and package details

2.2 Commercial documents, including invoices, banking and insurance requirements, are processed/prepared in accordance with regulatory and workplace procedures

2.3 Lodgement instructions, where applicable, are prepared for forwarding to banking institutions

2.4 Regulatory requirements are generated as required

3 **Prepare transport documentation**

3.1 Interim receipt/forwarding instructions are processed in accordance with shipping line requirements and workplace procedures

3.2 Bill of lading/airway bills are obtained from shipping agent/company and processed in accordance with workplace
3.3 Additional transport documentation for export is generated/processed as required

4 Coordinate documentation requirements

4.1 Documentation is collated and checked to ensure it is complete and accurate
4.2 Procedures for the lodgement of documents, including destination points and required timeframes, are recorded
4.3 Export documentation is forwarded in accordance with workplace procedures and export schedule
4.4 Documents are filed/stored in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant agreements, codes of practice and legislative requirements including Australian Dangerous Goods Code and local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the compilation and processing of export documentation
- Contacts and sources of information/documentation needed when compiling and processing export documentation
- Customer service policies and procedures
- Documentation requirements of banking institutions, governments and insurance companies

Required skills:

- Communicate effectively with others when compiling and processing export documentation
- Read and interpret instructions, procedures, information and labels relevant to the compilation and processing of export documentation
- Identify, read and interpret the various types of export documentation and their appropriate usage
- Interpret and follow operational instructions and prioritise work
- Complete and process export documentation
- Use relevant communications equipment when organising the international transport of freight
- Use relevant computerised systems for communication and document generation
- Work collaboratively with others when compiling and processing export documentation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when compiling and processing export documentation in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when compiling and processing export documentation
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Organisational activities may cover:
• movement of equipment, goods, materials and various forms of freight transport
• may be conducted by day or night

Customers may be:
• internal or external

Requirements for work may include:
• site restrictions and procedures
• relevant domestic and international regulations
• specified loading operations
• communications equipment
• hours of operation
• authorities and permits
• incident/accident breakdown procedures

Transport documentation for export may include:
• bill of lading
• airway bills
• export wharfage
• quarantine documentation
• parcel post receipt
• commerce markings

Regulatory requirements may involve:
• export permits and clearances
• goods certificates
• financial duties

Forms of transport may include:
• road
• rail
• sea
• air
• multi-modal
Forms of documentation include:

- packing specifications and lists
- manifests
- invoices
- drafts
- instructions
- letters

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities
- shipping lines
- banking institutions
- other agencies
- management and union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:

- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- OH&S procedures
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- international transport regulations, codes and procedures
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- regulations and codes of practice for the import and export of cargo
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
TLIE1507C Undertake rigger/dogger and driver communication

Unit Descriptor
This unit involves the skills and knowledge required to enable effective communication between riggers/doggers and drivers during a lift including establishing an agreed communications system and trialing and configuring communication arrangements in accordance with regulatory requirements and codes of practice. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to operations of mobile cranes up to and including 20 tonnes.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles, procedures and regulations to lift and move loads using slewing and non-slewing mobile cranes up to and including 20 tonnes in a variety of operational contexts.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Establishing agreed communications system
1.1 Forms of signals/communication conforming to Australian Standards and codes of practice are identified
1.2 Methods of communication to be used in crane operations are agreed with relevant personnel

2 Trial and configure communications
2.1 Communications are trialed and adjusted and/or confirmed as required to ensure a safe and effective lift
2.2 Communications equipment is checked for correct operation and configured in line with legislative and workplace requirements
2.3 Defective equipment is tagged, rejected and reported to authorised personnel for corrective action
2.4 Signals/communications are given both within sight and out of sight of crane operator

3 Use communication methods during a lift
3.1 Communication methods and systems are used during a lift in accordance with regulatory requirements, manufacturers
instructions and workplace procedures.

3.2 Problems identified during communications are reported and immediate action initiated in accordance with workplace procedures and regulatory requirements.

**REQUIRED KNOWLEDGE AND SKILLS**

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

**Required knowledge:**
- Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
- Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures and statutory regulations concerning the communications between a rigger/dogger and a mobile crane driver before and during a lift
- Problems that may occur in communications during a lift and associated action that can be taken to address the problems concerned
- Methods used to signal movement of the load during a lift
- Communication systems used during a lift

**Required skills:**
- Communicate effectively with others when conducting a lift
- Read and interpret instructions, procedures, regulations, information and signals relevant to communication between the rigger or dogger and the crane driver
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting a lift
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise in the course of communication between a crane driver and the rigger or dogger in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur in the course of communication between a crane driver and the rigger or dogger
- Apply precautions and required action to minimise, control or eliminate hazards that may exist in the course of communication between a crane driver and the rigger or dogger
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Prioritise and multi-task work
• Identify and correctly use equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:
• by day or night
• in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials
• vehicular traffic

Customers may be:
• internal or external

Mobile crane may be any slewing and non-slewing crane and may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water
• arboricultural
• swimming pool
• quarrying

Agreed signals/communications conforming to Australian Standards and codes of practice for load moving include signals for:
• stop
• raise
• lower
• slew-left or right
• luff-boom up and down
• extend boom
• retract boom
Methods used to signal movement of the load may include:

- verbal
- hand signals in accordance with standards and codes of practice
- whistles/hooters in accordance with standards and codes of practice
- two-way radios/telephones in accordance with standards and codes of practice
- light signals in accordance with standards and codes of practice

Consultative processes may involve:

- driver/rigger
- other employees and supervisors
- other professional or technical staff

Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion
- other vehicles and personnel

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

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Requirements for access and/or lift may include:

- a range of mobile cranes
- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health & safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures
Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile crane operations including dogging and rigging requirements
- relevant Australian Standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or
0 in an appropriate range of situations in the workplace
TLIE1607C Estimate/calculate load shifting requirements for a mobile crane

Unit Descriptor
This unit involves the skills and knowledge required to estimate/calculate load shifting requirements including carrying out required calculations, preparing estimates of loads, and interpreting graphical representations of mathematical information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to operations of mobile cranes.

Work is performed with limited or minimum supervision. It involves the application of routine principles, procedures and regulations to estimate/calculate load shifting requirements for a mobile crane.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Identify mathematical information and tools used in the workplace
1.1 Dimensions and/or weights to be measured are identified from work procedures and, where applicable, work order forms
1.2 Units of measurement for allowable load limits (SWL and WLL) for load shifting are identified from crane load chart
1.3 Information presented in mathematical symbols, diagrams and pictorial representations is recognised, interpreted and used to complete workplace tasks
1.4 Measuring equipment, features and/or scales and units of measurement are selected as appropriate for the task and process

2 Estimate and calculate requirements for load shifting
2.1 Appropriate methods are selected to perform calculations required to complete workplace tasks, including addition, subtraction, multiplication, division, fractions, decimals, percentages and mixed numbers
2.2 Quantities of materials and resources required to complete a work task are calculated
2.3 Load balance characteristics are identified
2.4 The time needed to complete a work activity is estimated
2.5 Calculations required for weight, reach, radii, boom and jib configurations are undertaken and checked for conformity
2.6 Load spread is estimated/calculated to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems.

2.7 Measuring instruments are read to the limit of accuracy of the tool.

3 Complete documentation using mathematical information

3.1 Appropriate workplace documentation is completed using recognised symbols and mathematical terms for the work tasks.

3.2 Numerical information is self-checked and corrected for accuracy.

REQUIRED KNOWLEDGE AND SKILLS

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

**Required knowledge:**

- Relevant regulations, permit and licence requirements pertaining to mobile crane operation
- Relevant OH&S and environmental procedures and regulations
- Mobile crane applications, capacities, configurations, safety hazards and limitations
- Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimise the risk
- Workplace procedures concerning the estimation/calculation of load shifting requirements for a mobile crane
- Workplace procedures concerning the estimation/calculation of load shifting requirements for a mobile crane
- Problems that may occur during a lift and associated action that can be taken to address the problems concerned
- Focus of operation of work systems and equipment
- Metric and, where required, imperial measurement systems

**Required skills:**

- Communicate effectively with others when estimating and calculating load shifting requirements for a mobile crane
- Read and interpret mathematical scales, digital readouts, specifications and customer or workplace instructions
- Interpret permit or licence requirements in terms of height, weight and type of lift
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to estimating and calculating load shifting requirements for a mobile crane
- Operate electronic communication equipment to required protocol
- Apply mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions to the estimation of load shifting requirements
• Work collaboratively with others when estimating and calculating load shifting requirements for a mobile crane
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when estimating and calculating load shifting requirements for a mobile crane in accordance with workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly use equipment, processes and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

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

Operations may be conducted:  • by day or night
• in a variety of weather conditions

Environment may include movement of:
• equipment
• goods
• materials
• vehicular traffic

Customers may be:
• internal or external

Mobile crane may be any slewing and non-slewing crane up to and including 20 tonne capacity and may be involved in work in a range of industry sectors including:
• construction and demolition
• manufacturing
• waterfront
• mining
• primary industry
• utilities (electricity, gas, water)
• arboricultural
• swimming pool
• quarrying
Calculations and estimations may relate to:
- aspects of the lift as well as weights and dimensions of specific loads, cargo, containers to be shifted, stored or lifted. They may involve units of measurement for weight, linear measurement, number, mass, pressure, speed, volume and/or time.

Calculations may be undertaken with:
- use of calculators, computers or other mathematical aids.

Hazards may include:
- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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.

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:
- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff
Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - OH&S procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures
Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes
- relevant Australian Standards and certification requirements
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
TLIE1707B  Undertake initial removal survey

Unit Descriptor
This unit involves the skills and knowledge required by removal crew members to undertake initial removal surveys including the correct parking of a removal vehicle, the determination of access arrangements, the identification of potential hazards, the development of an appropriate removal plan prior to uplift, and completion of all relevant records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements.

Work is normally performed under general supervision. Defined accountability and responsibility for self and others in achieving the required outcomes is involved.

It involves the application of standard furniture removals procedures when carrying out initial removal surveys across a variety of removal contexts.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

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

1 Park vehicle
1.1 Vehicle is parked with due consideration of critical factors
1.2 Plan for access to vehicle ensures minimisation of traffic wear on gardens and lawns, and avoidance of obstructions
1.3 Potential hazards are identified and appropriate action is planned to minimise risk of injury and/or damage to items and equipment during removal activities

2 Define job requirements
2.1 Customers needs and perception of job are clearly established through appropriate questioning and discussion based on removal consultant appraisal
2.2 Initial inspection of total job is undertaken with customer and an appropriate loading sequence is ascertained
2.3 Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure
2.4 Special requirements are identified and negotiated with the customer
2.5 Customer is appropriately advised of any pre-damaged or damage-risked items and appropriate documentation is...
2.6 Items unacceptable for removal are identified and the customer is appropriately informed.

3 Complete records

3.1 Required records are updated accurately, legibly and promptly according to company procedures.
3.2 Records are checked to ensure they include all required information relevant to the job.
3.3 Changes to consultants appraisal are confirmed with the office in accordance with company procedures.

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Relevant licence and traffic regulations of the relevant state/territory road traffic authority
- Relevant OH&S and environmental protection legislation and policies
- Furniture removal procedures and codes of practice
- Relevant agreements and legislation applicable to furniture removal
- Customer service requirements including language, courtesy, behaviour and problem solving
- Company work procedures
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and the associated reasons
- Special requirements that may need to be addressed in a removal and the related procedures to be adopted
- Records and signed agreements that are completed during an initial removal survey and related procedures

Required skills:

- Communicate effectively with others when undertaking an initial removal survey
- Read and interpret instructions, procedures, information and signs relevant to an initial removal survey
- Interpret and follow operational instructions and prioritise work
- Complete documentation required for an initial removal survey
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when undertaking an initial removal survey
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when undertaking an initial removal survey in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when undertaking an initial removal survey
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to furniture or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

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

Removal sites may include:
• domestic premises
• industrial premises
• commercial premises

Customers may be:
• internal and external

Operations may be conducted:
• by day or night
• in a variety of weather conditions

Critical factors when parking a removal vehicle may include:
• parking and traffic restrictions
• obstructions
• suitability of driveway (e.g. to support vehicle weight)

Hazards may include:
• power and telephone lines, trees and landscaping
• driveway length and surface
• parking restrictions
• stairs and steps
• lawn sprinklers on automatic timers
• obstructions
• uneven or unstable ground
• door and passageway widths and tight internal corners
• low hanging light fittings and other fixture obstructions
• unfriendly pets

Requirements for access may include:
• site restrictions and procedures
• personal protective equipment
• authorities and permits
• security arrangements at the site
• hours of operation
• removal duration
• additional gear and equipment
• communications equipment
Consultative processes may involve:

- customers
- other employees and supervisors
- management and other office personnel
- union representatives
- occupational Health and Safety specialists
- other professional and technical staff and tradespeople

Special requirements may include:

- dismantling of items
- temporary removal of doors and fittings on site
- the use of tradespersons such as electricians, carpenters, cabinet makers, etc.

Communications may include:

- fixed and mobile phones, radio, fax, laptop computer/Internet
- oral/aural communications
- written communications, including completing and signing documents

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology including:

- manual techniques
- calculator
- computer

Documentation may include:

- consultant appraisal report
- Operations Furniture Removalist Manual
- job specifications and procedures
- manufacturers specifications
- workplace operating procedures and policies
- customer instructions
- standards and certification requirements
- quality assurance procedures
- emergency procedures
- job safety analysis
- site plan
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority vehicle driver licence requirements
- relevant state/territory traffic act and related regulations
- relevant state/territory OH&S legislation and regulations
- relevant state/territory environmental protection legislation and regulations

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE1807B Maintain freight records

Unit Descriptor
This unit involves the skills and knowledge required to maintain freight records in accordance with workplace requirements including the recording of all freight receipts and freight despatch documentation in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of freight records.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of freight records as part of work activities in the transport, distribution and/or allied industries.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Record freight receipt
1.1 Freight is identified and consignment/cartnote details are confirmed
1.2 Documentation is appropriately actioned, following workplace procedures and legislative requirements
1.3 Dangerous goods are identified and appropriate documentation prepared and attached, following workplace procedures and legislative requirements
1.4 Freight information is recorded on workplace freight tracking system
1.5 Freight is directed for loading or storage as indicated by documentation

2 Record freight despatch
2.1 Documentation for freight despatch is checked, verified and forwarded in accordance with workplace procedures
2.2 Loads not cleared due to incorrect documentation are appropriately processed, according to workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international codes and regulations relevant to the maintenance of freight records, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the international codes and regulations relevant to the maintenance of freight records
• Focus of operation of work systems, equipment, management and site operating systems for the maintenance of freight records
• Problems that may occur when maintaining freight records and appropriate action that can be taken to resolve the problems
• Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
• Documentation requirements for the maintenance of freight records including workplace freight tracking system
• Housekeeping standards procedures required in the workplace
• Freight transport timetables, yard/terminal facilities, and site layout

Required skills:
• Communicate effectively with others when maintaining freight records
• Read and interpret instructions, procedures, information and labels relevant to the maintenance of freight records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the maintenance of freight records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when maintaining freight records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when maintaining freight records in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the maintenance of freight records
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer, communication and office equipment when maintaining freight records
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces • exposed conditions • controlled or open environments

Freight includes all forms of freight. Some freight may involve: • special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances

Freight documentation may include a range of data provided on paper and in electronic form relating to freight movement, including:

• cartnotes • delivery noted • internal documentation used for freight tracking • special clearances • consignment notes • dangerous goods certificates and declarations • authorised weighbridge certificates • list of contents

Freight tracking system includes: • manual and computer-based tracking systems

Hazards in the work area may include:

• exposure to chemicals • exposure to dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:

• other employees and supervisors • suppliers, customers and clients • drivers and agents • relevant authorities and institutions • management and union representatives • industrial relations and OH&S specialists • other maintenance, professional or technical staff
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the receiving of goods
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the maintenance of freight records
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

**EVIDENCE GUIDE**

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

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE1907B Work with travel agencies and sales outlets

Unit Descriptor
This unit involves the skills and knowledge required to work with travel agencies and sales outlets in accordance with workplace requirements including establishing and maintaining a network of travel agencies and sales outlets; developing and negotiating the sales of tour packages; monitoring and reporting tour package sales; reviewing and negotiating agency and outlet agreements; and communicating and promoting products and services to agencies and sales outlets. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant trade practices regulations.

Work is performed individually, and skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when working with travel agencies and sales outlets in the transport and allied industries.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Establish and maintain network of travel agencies and sales outlets
1.1 Agency and outlet requests for the transport system services and tourist information are addressed
1.2 Agency and outlet sales of tickets and services are promoted
1.3 Agency and outlet concerns and complaints are investigated and addressed to achieve a satisfactory resolution

2 Develop and negotiate the sales of tour packages
2.1 Travel industry personnel within the workplace are consulted in the development of tour packages to be distributed through agencies and sales outlets
2.2 Distribution rights are negotiated with wholesale and retail travel industry agencies for tour packages developed

3 Monitor and report tour packages sales
3.1 Travel agency and outlet sales of products are managed and controlled to ensure maximum sales and efficiency
3.2 Tour packages are evaluated for popularity and profitability and appropriate recommendations for change prepared

4 Review and negotiate agency and outlet
4.1 Existing agency and outlet agreements are monitored and reviewed for effectiveness and appropriate new agreements
agreements are recommended where necessary
4.2 Distribution of tour packages is negotiated with wholesalers according to workplace policy and procedures

5 Communicate and promote products and services to agencies and sales outlets
5.1 Products for travel shelf packages are recommended according to workplace product suitability
5.2 Sales outlets and agents are informed of changes to passenger services as quickly as possible
5.3 Travel agency and outlet sales of products are promoted to ensure maximum exposure and sales
5.4 Advertising and promotional activities to develop new businesses are established in accordance with workplace budgets and timeframes
5.5 Promotional material is distributed to travel agencies and outlets

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations and codes of practice relevant when working with travel agencies and sales outlets
• Relevant OH&S procedures and guidelines
• Workplace procedures and policies for working with travel agencies and sales outlets
• Overview of the Australian tourism industry and franchising arrangements
• Australian and international transport industry guidelines relevant to working with travel agencies and sales outlets
• Workplace products and services
• Insurance and public liability relevant to working with travel agencies and sales outlets
• Consumer laws and trade practice requirements relevant to working with travel agencies and sales outlets
• Transport system fare structure and schedules
• Advertising policies relevant to working with travel agencies and sales outlets
• Equipment, and materials used when working with travel agencies and sales outlets, and procedures that should be followed in their use
• Problems that may occur when working with travel agencies and sales outlets and appropriate action that can be taken to resolve the problems
• Documentation and record requirements
• Communication and negotiation requirements when working with travel agencies and sales outlets

Required skills:
• Communicate effectively with others when working with travel agencies and sales outlets
• Read and interpret instructions, procedures and information relevant to work with travel agencies and sales outlets
• Interpret and follow operational instructions and prioritise work
• Complete documentation when working with travel agencies and sales outlets
• Carry out research activities required when working with travel agencies and sales outlets
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when working with travel agencies and sales outlets
• Network with others in travel agencies and sales outlets
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when working with travel agencies and sales outlets in accordance with workplace procedures
• Implement contingency plans for unplanned events
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Market and promote products and services
• Create promotional layouts
• Select and use relevant office and communications equipment and materials when working with travel agencies and sales outlets
• Work systematically with required attention to detail
• Operate and adapt to differences in equipment and service requirements in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments

Travel agencies and sales outlets could include: • individual agencies and outlets
• agency and outlet franchise groups
• agency and outlet networks
• wholesalers
• specific product retailers
• general travel retailers

Office equipment may include: • relevant communications equipment and computer software and hardware
### Information used when working with travel agencies and sales outlets may include:

- market trend information
- customer requirements regarding tour packages
- agency and outlet agreements
- workplace budget and business objectives information

### Agency involvement with products and services may be:

- governed by contractual agreement

### Transport system services can include:

- air
- bus
- ferry
- coach
- tram
- rail

### Contingency processes may involve:

- plans for unforeseen changes to travel arrangements
- providing services and tour packages for passengers with special needs

### Consultative processes may involve:

- other workplace personnel
- supervisors and managers
- representatives of travel agencies and sales outlets
- official representatives

### Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

### Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace procedures and policies for working with travel agencies and sales outlets
- work instructions, job description and induction materials
- requests directly from agency or sales outlet
- agency, outlet or client concerns or complaints
- information related to advertising and promotional activities within the industry
- agency and outlet agreements
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to work with travel agencies and sales outlets, including trade practices requirements
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIE207C  Estimate/calculate mass, area and quantify dimensions

Unit Descriptor
This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to organise load(s) to match identified transport/storage limitations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with workplace requirements and any relevant regulations related to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace tasks.

Work is performed under some supervision generally within a team environment. It involves the application of basic mathematical principles and operations to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace activities in the transport, stevedoring, warehousing, distributi

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Estimate loads for transport or storage
1.1 Order forms/work orders are read and requirements are noted
1.2 Shape, balance characteristics, dimensions and mass of the load(s) are identified
1.3 Area/volume required for storage is estimated
1.4 Weights and volumes are totalled to calculate load requirements of transport or storage system

2 Estimate load limits of transport and/or storage
2.1 Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures
2.2 Capacity of transport and storage systems in terms of mass, area and volume are calculated

3 Organise load
3.1 Load(s) is restricted to allowable range(s)
3.2 Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems
3.3 Appropriate workplace documentation is completed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities including the quantification of dimensions
- Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division
- Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock
- Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities and appropriate action that can be taken to resolve the problems
- Documentation requirements for the workplace activities concerned

Required skills:
- Communicate effectively with others when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities
- Read and interpret instructions, procedures, information and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities in accordance with workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant calculators, computing and office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Estimating/calculation tasks may include:
• estimating loads to be transported or placed in storage
• identifying mass, area and volume limitations of available transport/storage systems
• carrying out calculations required to organise load(s) to match identified transport/storage limitations
• calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted

Calculations may include mathematical operations of addition, subtraction, multiplication and division and may be carried out:
• manually
• with the aid of a calculator
• with the aid of a computer
• using appropriate tables and/or charts

Consultative processes may involve:
• other employees and supervisors
• suppliers, customers and clients
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
• other maintenance, professional or technical staff
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- RF systems
- oral, aural or signed communications

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies
- operations manuals, job specifications and induction documentation
- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number
- Australian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- manufacturers specifications for equipment
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations relevant to workplace activities
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at
    the registered training organisation, and/or
  - in an appropriate range of situations in the
    workplace
TLIE307C Participate in basic workplace communication

Unit Descriptor
This unit involves the skills and knowledge required to participate effectively in basic workplace communication including communicating information about routine tasks, processes, events or skills, participating in group discussions to achieve appropriate work outcomes, and representing views of a group to others. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Communication is carried out as an integral part of routine work in the context of the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Competency Field
E – Communication and Calculation

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Communicate information about routine tasks, processes, events or skills

1.1 An appropriate form of communication is selected and used to meet the purpose required

1.2 Effective listening skills are demonstrated

1.3 Questions are used to gain additional information and to clarify understanding

1.4 Sources of information relevant to the communication are identified

1.5 Information is selected and sequenced correctly

1.6 Verbal and written reporting is undertaken where required

1.7 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

2.1 Responses are sought and provided to others in the group

2.2 Constructive contributions are made in terms of the process involved

2.3 Goals or outcomes are communicated and/or recorded

3 Represent views of the

3.1 Views and opinions of others are interpreted, understood and
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Basic communication techniques including barriers to effective communication and how to overcome them
- Basic principles of effective communication
- Protocols and procedures for communicating with others using relevant workplace technology
- Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English
- Typical communication problems and appropriate action and solutions

Required skills:
- Communicate effectively with others when completing basic work activities
- Read and interpret instructions, procedures and information relevant to basic work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to basic work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others in the course of communication
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems in communication in accordance with workplace procedures
- Modify communication activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication will be that involved in:
- in basic routine work functions
- may occur by day or night
- in a variety of work contexts
Communication modes may include:

- active listening
- group interaction
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions

Communications may involve:

- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English

Communication problems may include:

- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood

Personnel in work area may include:

- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
Information/documentation may include:

- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
### TLIE407C Prepare workplace documents

#### Unit Descriptor
This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work must be carried out in accordance with the workplace requirements concerning the preparation of workplace documents/forms.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and the basic principles of report writing to the preparation of workplace documents/forms as part of work activities in the transport, stevedoring, warehousing, distribution and/or storage industries.

#### Competency Field
E – Communication and Calculation

---

**ELEMENT PERFORMANCE CRITERIA**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

#### 1 Plan workplace document
1.1 Purpose and audience for the document are identified
1.2 Appropriate format for the document is established to meet workplace requirements
1.3 Relevant information is identified and selected for inclusion in the document

#### 2 Prepare workplace document
2.1 A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s)
2.2 Document is edited and presented in a final version appropriate to the task

#### 3 Complete workplace forms
3.1 Work related form(s) is interpreted to identify information required for its completion
3.2 Required information for completion of form is gathered from relevant sources in accordance with workplace procedures
3.3 Form(s) is completed in accordance with workplace policy and procedures and any applicable regulations and codes
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to the documents and/or forms being prepared
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the completion of documents/forms
- Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems
- Equipment and materials required for the completion of documents and forms and instructions and precautions for their use
- Conventions for sentence construction, grammar, spelling, style and punctuation
- Format and layout of various documents and forms used in workplace activities

Required skills:
- Communicate effectively with others when preparing and completing workplace documents and forms
- Read, write and comprehend simple statements in English
- Read and interpret instructions, procedures, information and labels relevant to the preparation and completion of workplace documents and forms
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Work collaboratively with others when preparing and completing workplace documents and forms
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when preparing and completing workplace documents and forms in accordance with applicable regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: ● in a range of work environments
                           ● by day or night

Customers may be:        ● internal or external

Workplaces may comprise:  ● large, medium or small worksites

Work may be conducted in: ● limited or restricted spaces
                           ● exposed conditions
                           ● controlled or open environments

Documents and forms may include: ● routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned

Communication in the work area may include: ● written, oral, aural or signed communications
                                             ● phone
                                             ● electronic data interchange (EDI)
                                             ● fax
                                             ● email
                                             ● internet
                                             ● radio

Hazards in the work area may include: ● exposure to chemicals
                                         ● exposure to dangerous or hazardous substances
                                         ● movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:   ● other employees and supervisors
                                         ● suppliers, customers and clients
                                         ● relevant authorities and institutions
                                         ● management and union representatives
                                         ● industrial relations and OH&S specialists
                                         ● other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: ● company procedures
                                                                                                                                                        ● enterprise procedures
                                                                                                                                                        ● organisational procedures
                                                                                                                                                        ● established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, picking slips, merchandise transfers, stock requisitions and bar codes
- Australian and international codes of practice and regulations relevant to workplace activities
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- codes and regulations relevant to workplace documents/forms being prepared
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable)
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria
of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIE5020A Apply knowledge of freight forwarding documentation and permits

Unit Descriptor
This unit covers the competency required to develop, maintain and apply an in-depth understanding of required documentation, forms and permits to advanced freight forwarding activities. This includes the demonstration of the required knowledge of documentation, forms and permits; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons applying knowledge of freight forwarding documentation and permits as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access and interpret information on freight forwarding documentation and permits

1.1 Information on the requirements for freight forwarding documentation and permits is regularly accessed from appropriate sources

1.2 Information on the requirements for freight forwarding documentation and permits is interpreted and applied when working on freight forwarding projects

1.3 Continuous professional development is undertaken to ensure a current knowledge of the requirements for freight forwarding documentation and permits as per industry practice and company standard procedures
2 Demonstrate the required knowledge of freight forwarding documentation and permits

2.1 Knowledge of the requirements for freight forwarding documentation and permits needed to perform effectively as an international freight forwarder is demonstrated through the successful completion of a range of assignments and both real and simulated freight forwarding projects.

3 Apply information knowledge of freight forwarding documentation and permits to the freight forwarding functions

3.1 Current information on the requirements for freight forwarding documentation and permits is consistently applied when carrying out the international freight forwarding role and functions.

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant Australian and international conventions, codes of practice and regulatory requirements for the completion of documentation, forms and permits in international freight forwarding (including those applicable to the importing, exporting and transiting of goods)
- Documents, forms and permits required in freight forwarding
- Procedures and protocols for the preparation and processing of documentation, forms and permits in international freight forwarding
- Responsibilities and liabilities of the freight forwarder in ensuring that all required documentation, forms and permits are accurately and correctly prepared
- Definitions, purpose and use of Incoterms and Combiterms
- International sales contracts - principles, conditions and specifications, consequences of poor preparation or mistakes
- Documentation requirements for billing and accounts
- Systems and processes for the on-line completion of documentation and forms
- Australian Customs and Border Protection requirements including:
  - General information on the Australian Customs administration
  - Australian Customs and Border Protection tariffs
  - Australian Customs and Border Protection procedures
  - International conventions
  - GST (applicable rate and taxable value)
  - Control of import and export consignments
  - Import licences e.g. for certain types of dangerous goods
  - Veterinarian control and live plant control (phytosanitary control)
  - Intellectual property, counterfeit, artifacts, boycott issues
- Sources of information on the documentation, forms and permits required when providing international freight forwarding services
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
• Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
• Typical problems that can occur when preparing and processing required documentation, forms and permits in international freight forwarding and related appropriate action that can be taken to prevent or resolve them

Required skills:
• Communicate effectively with others when preparing and processing required documentation, forms and permits, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
• Read and interpret instructions, procedures and other information relevant to the preparation and processing of documentation, forms and permits needed in international freight transport
• Interpret and follow operational instructions and prioritise work
• Complete the preparation and processing of documentation, forms and permits required in international freight-forwarding, including data entry to a computer system
• Operate applicable information and communication technology to required protocol
• Work collaboratively with others when preparing and processing required documentation, forms and permits
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when preparing and processing required documentation, forms and permits in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when preparing and processing required documentation, forms and permits
• Monitor work activities in terms of planned schedule
• Apply relevant national and international codes of practice, regulations and legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply information and communication systems and procedures to complete workplace tasks
• Operate and adapt to differences in information and communication equipment in accordance with standard operating procedures
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:

- the importing of goods
- the exporting of goods
- the transiting of goods

The range of documentation, forms and permits required for international freight forwarding is dependent upon a variety of factors including:

- the mode of transport
- the nature of the goods
- the routing and country of destination
- the requirements for import quarantine, health and customs controls in applicable countries
- the sales contract
- the terms of documentary credits
- the relationship and arrangements of the seller and buyer
International freight forwarding documentation and permits may include but are not limited to:

- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- sales contracts
- bills of lading, waybills or consignment notes
- commercial invoices with an Incoterm and extra details to ensure proper passage and clearance
- packing lists
- origin certificates
- packing declarations regarding wood and other materials of plant origin
- fumigation or other treatment certificates for shipments containing wood or other materials of plant origin
- delivery notes
- container lists
- insurance policies
- insurance certificates
- insurance claim forms
- cargo manifests
- pre-advice and pre-alert documents
- veterinary certificates for materials of biological origin which are for human consumption
- health and phytosanitary certificates
- quality analysis or weight/measurement certificates
- consular documents
- inspection certificates and SGS reports
Information and communication technology systems may include but are not limited to:

- data storage and management systems
- Electronic Freight Forwarding Management Systems (FFMS)
- Electronic Warehouse Management Systems (WMS)
- Electronic Transportation Management System (TMS)
- Internet and web based technology
- Electronic Data Interchange (EDI)
- EDI for Administration of Commerce (EDIFACT)
- Value-added Network (VAN)
- IP-based telecommunications systems
- Local Area Networks (LANS)
- Wireless Area Networks (WANS)
- broadband internet systems including ADSL, dedicated broadband lines and wireless systems
- barcoding systems
- Radio Frequency Identification (RFID) systems used in warehouses and logistics facilities
- E-commerce security systems

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- customers
- a global network of international and domestic agents, regulatory authorities, carriers, suppliers, and other freight forwarding contacts
- relevant regulatory authorities and institutions
- freight forwarding specialists in areas such as dangerous goods, special cargoes etc.
- management
- other employees and supervisors
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Operational information / documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- summaries and definitions of Incoterms and Combiterms
- workplace standard operating procedures and policies
- customers' instructions and transport requirements
- applicable standard international freight forwarding forms and documents
- operations manuals, job specifications and procedures and induction documentation
- Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology equipment and oral, aural or signed communications
- freight forwarding competency standards and training materials
- freight forwarder company’s quality assurance standards and procedures
- manifests, bar codes, goods and container identification
- emergency procedures
- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

Applicable regulations and legislation may include:
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a current knowledge of the documentation, forms and permits required in international freight forwarding through appropriate continuous professional development activities
  - interpreting and applying a current knowledge of the required documentation, forms and permits to the international freight forwarding role and functions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE507C

**Unit Descriptor**

This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations, preparing basic estimates of mass, size and volume, and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Calculations are carried out as an integral part of routine work in the context of the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established mathematical principles and techniques in day-to-day work activities.

**Competency Field**

E – Communication and Calculation

**ELEMENT PERFORMANCE CRITERIA**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Carry out calculations**

1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks

1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division

1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks

1.4 The functions of a calculator, numeric keypad or computer are used to perform workplace tasks

1.5 Numerical information is self-checked and corrected for accuracy

2 **Prepare estimates**

2.1 Quantities of materials and resources required to complete a work task are estimated

2.2 The time needed to complete a work activity is estimated

2.3 Accurate estimates for work completion are made
3 Interpret graphical representations of mathematical information

3.1 Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Basic mathematical operations and techniques
- Ways of representing basic mathematical information
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical mathematical problems and appropriate action and solutions

Required skills:
- Communicate effectively with others when carrying out basic workplace calculations
- Read and interpret instructions, procedures and information relevant to basic workplace calculations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out basic workplace calculations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when carrying out basic workplace calculations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Calculations will be those involved in:
- basic routine work functions
- may occur by day or night and in a variety of work contexts
Calculations may involve:

- money
- volume
- weight
- time
- length and distance
- area
- perimeter

Mathematical operations may include:

- multiplication
- division
- addition
- subtraction
- percentages
- fractions

Consultative processes may include:

- staff members
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Calculations may involve the basic use of a range of technology including:

- manual techniques
- calculator
- computer
Information/documentation may include:

- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIE607D Collect, analyse and present workplace data and information

Unit Descriptor
This unit involves the skills and knowledge required to collect, analyse and present workplace data and information including identifying required information, analysing and preparing information for use, explaining information, and presenting workplace information to others. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Data collection, analysis and presentation is carried out as an integral part of operations in the context of the workplace concerned.

Work is performed under general or limited supervision, generally within a team environment. It involves the application of established principles and practice to the collection, analysis and presentation of information and data as part of workplace operations.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify required information
1.1 Purpose of the information/data collection is identified
1.2 Sources of information are established
1.3 Appropriate information is collected

2 Prepare information for use
2.1 Information is collated and analysed in accordance with workplace procedures
2.2 Processed information is organised and presented in a logical manner
2.3 Checks for accuracy are made

3 Explain information
3.1 Data collection and analysis is explained to others in a way that effectively contributes to the workplace operations
3.2 Outcomes of data/information analysis are presented to others using appropriate presentation modes and resources
3.3 Questions are answered and appropriate clarifications are given

4 Present workplace information
4.1 Processed information is forwarded to appropriate personnel in accordance with workplace procedures
4.2 Processed information is collated and stored in accordance with workplace procedures

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Sources of information and data and procedures for processing the information for workplace use
- Protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology
- Presentation and communication techniques including an understanding of barriers to effective communication and how to overcome them
- Basic principles of effective presentation and communication of information
- Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English
- Typical presentation and communication problems and appropriate action and solutions

**Required skills:**
- Communicate effectively with others when collecting, analysing and presenting workplace data and information
- Read and interpret instructions and procedures relevant to the collection, analysis and presentation of workplace data and information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the collection, analysis and presentation of workplace data and information
- Identify and use required communication and presentation technology
- Work collaboratively with others when collecting, analysing and presenting workplace data and information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when collecting, analysing and presenting workplace data and information in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Implement contingency plans for unanticipated situations that may arise when collecting, analysing and presenting workplace data and information
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Data collection, analysis and presentation will be:
• that required for workplace operations
• may occur by day or night and in a variety of work contexts

Customers may be:
• internal or external

Presentation modes may include:
• written documentation
• oral reports
• group presentations using appropriate technology
• completion of standard forms and checklists
• routine written reporting
• entry of collected/processed information into a computer
• participation in workplace discussions

Presentations/communications may involve:
• English-speaking persons
• multilingual staff
• persons with limited ability to communicate in English

Presentation/communication problems may include:
• misunderstanding
• limited ability of others to communicate in English
• noisy environments or communications channels
• illegible writing or print
• use of non-standard vocabulary
• incorrect assumption that information has been received and/or correctly understood
Depending on workplace context, consultative processes may involve:

- managers
- supervisors/team leaders
- workplace personnel
- clients
- private and/or public sector security personnel
- police
- security consultants
- visitors
- contractors
- official representatives
- union representatives
- industrial relations
- OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Presentation/communication may involve the use of a range of technology, including:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- overhead or computer controlled projector
- plain or electronic white board
- flip charts
- microphone and amplifier
- video player and monitor
Information/documentation may include:

- workplace procedures, checklists and instructions
- operations manuals
- induction documentation
- competency standards and training materials
- job specifications
- manufacturers specifications
- HAZCHEM and dangerous/hazardous goods codes
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory standards and certification requirements
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- other relevant aspects of the range statement
TLIE707B  Use communication systems

Unit Descriptor
This unit involves the skills and knowledge required to use communication systems including identifying system features, operating a communication system effectively, using appropriate communication protocols when using a system, maintaining equipment, and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is carried out in accordance with relevant regulations and workplace procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify system features
1.1 System features and control functions are identified
1.2 Where relevant, battery and signal levels are monitored
1.3 Mobile equipment is set up to optimise communication
1.4 Where relevant, channels are selected appropriate to the communication

2 Communicate using communications technology
2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturers instructions and workplace procedures
2.2 Communication system is operated safely in accordance with manufacturers instructions, workplace procedures and (any) regulatory requirements
2.3 Telephone and radio security is maintained in accordance with workplace procedures
2.4 Where relevant, channel selection is appropriate for the location and type of communication
2.5 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users
2.6 Where applicable, PA system is used to communicate with passengers and crew as per standard operating procedures
2.7 Where applicable, incoming messages are received and answered promptly and courteously within operating
2.8 Appropriate protocols and procedures are followed when using communications systems during emergencies
2.9 Received messages are interpreted and recorded, where required, in accordance with workplace procedures
2.10 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes

3 Maintain communication equipment operational status

3.1 Equipment is checked and maintained in working order in accordance with workplace procedures
3.2 Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures

4 Complete documentation

4.1 Appropriate records of communications are maintained in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Protocols and procedures for communicating with others using relevant communication technology including the use of PA systems on passenger vehicles and trains
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communications systems
- Basic communication techniques including barriers to effective communication and how to overcome them
- Basic principles of effective communication
- Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English
- Pre-operational checks for communications systems and equipment
- Minor routine maintenance procedures for communications equipment
- Typical problems that may occur when using communications systems and appropriate action and solutions

Required skills:
- Communicate effectively with others using available communications equipment
- Read and interpret instructions and procedures relevant to the use of communications equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities when using communications equipment
• Identify and use required communication technology
• Work collaboratively with others when using communications equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using communications equipment in accordance with workplace procedures
• Implement contingency plans for unanticipated situations that may arise when using communications equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the use of communications equipment
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in communication equipment in accordance with standard operating procedures
• Monitor performance of communication equipment and take appropriate action if required

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:

• in confined spaces, exposed conditions and controlled or open environments
• in a workplace, terminal, warehouse or depot
• in a vehicle
  • on a vessel
  • on a train
  • on a worksite
• at a client's workplace

Communication systems may include:
• fixed phone systems
• mobile phone, both on person or hands-free
• radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine
• PA systems on passenger vehicles, trains and aircraft

Worksite communication may include:
• active listening
• two-way conversation
• questioning to obtain information and/or clarify information and understanding
• routine oral reporting
Communications may involve:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English

Communication problems may include:
- misunderstanding
- limited ability of others to communicate in English
- noisy environments or communications channels
- illegible writing or print
- use of non-standard vocabulary
- incorrect assumption that message has been received and/or correctly understood
- not following correct communication protocols and procedures

Communication may be with:
- base personnel
- other drivers and workplace personnel
- passengers (where applicable)
- managers
- supervisors/team leaders
- suppliers and clients
- private and/or public sector security personnel
- police and other emergency services personnel
- security consultants
- other professional or technical staff
- local government authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documentation may include:

- workplace communication procedures, protocols, checklists and instructions
- manufacturers specifications for communications equipment
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- communication records
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIE807C  Process workplace documentation

Unit Descriptor
This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfil the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Processing of workplace documentation is carried out as an integral part of work operations in the context of the workplace concerned.

Work may be performed in team and autonomous working situations. It involves the application of established procedures in the completion of workplace documentation in the course of day-to-day operations.

Competency Field
E – Communication and Calculation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan documentation
1.1 Purpose of workplace documentation is identified and confirmed
1.2 Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required

2 Complete documentation
2.1 Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures
2.2 Information is entered into computer-based documents, where required
2.3 Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements.

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Protocols and procedures for processing workplace documentation using relevant workplace technology
• Requirements for workplace documentation, forms, logs or diaries
• Sources of information for the completion of workplace documentation, forms, logs or diaries
• Purpose of workplace documentation, forms, logs or diaries
• Typical problems in processing of workplace documentation and appropriate action and solutions

Required skills:
• Communicate effectively with others when completing and processing workplace documentation, forms, logs or diaries
• Read, interpret and organise information needed for the completion and processing of workplace documentation, forms, logs or diaries
• Interpret and follow operational instructions and prioritise work
• Complete workplace documentation, forms, logs or diaries
• Write and/or enter information into computer based documentation systems
• Work collaboratively with others when completing and processing workplace documentation, forms, logs or diaries
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when completing and processing workplace documentation, forms, logs or diaries in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the completion and processing of workplace documentation, forms, logs or diaries
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in computing equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Processing of workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:
• in confined spaces, exposed conditions and controlled or open environments
• in a workplace, warehouse or depot
• in a vehicle on the road
• at a client's workplace
Types of documentation may include:

- workplace and on-road transport memos
- letters
- diaries
- logs
- checklists
- maintenance schedules
- workplace forms and standard documents

Documentation and reporting systems will be:

- as defined within workplace procedures

Documentation may be received from or sent to:

- managers
- supervisors/team leaders
- other workplace personnel
- clients
- contractors
- union representatives
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation may include:

- hard copy
- computer-based documents and forms
- faxes
- email
Information/documentation may include:

- workplace procedures, forms, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace documentation policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
Use pilot and escort communication

Unit Descriptor
This unit involves the skills and knowledge required to use pilot and escort communication equipment and resources including deploying/operating the equipment to communicate with drivers of oversized/overmassed vehicles during pilot and escort duties and other relevant personnel, and maintaining all required records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures using pilot and escort communications in a variety of operational contexts.

Competency Field
E – Communication and Calculation

ELEMENT
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Operate communications equipment and resources

1.1 Communications equipment and resources for use in piloting and escorting duties are deployed/operated in accordance with relevant rules, regulations and manufacturers specifications

1.2 Messages are transmitted and received clearly and precisely with due observation of ethics and protocols required of users

1.3 Backup communication strategies are established and relevant personnel are informed of operating and coordination procedures

1.4 Alternative communication strategies are used to communicate messages in response to communications failures and problems

2 Maintain records

2.1 Records on oversized and overmassed vehicle movements are maintained in accordance with legal and workplace documentation requirements

2.2 Damage and other incidents are reported clearly and legibly to appropriate authorities in accordance with relevant rules and regulations and company policies and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant road rules, regulations, permit and licence requirements of the relevant state or territory roads and traffic authority pertaining to the piloting and escorting of oversized and overmassed loads
- Relevant OH&S and environmental procedures and regulations
- Types of communication equipment, signage and other communication resources required in escort and piloting operations, and their use
- Procedures for communication during escort and piloting operations
- Procedures to be followed in the event of an escort or piloting emergency
- Available backup communication strategies
- Pre-operational checks required for communication equipment, signage and other communication resources needed in escort and piloting operations, and related action
- Permit and licence requirements applicable when piloting and escorting oversized and overmassed loads
- Documentation requirements for piloting and escorting oversized and overmassed loads

**Required skills:**
- Communicate effectively with others using pilot and escort communication equipment and resources
- Read and interpret instructions, procedures, information and signs relevant to the use of pilot and escort communication equipment and resources
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the use of pilot and escort communication equipment and resources
- Work collaboratively with others when using pilot and escort communication equipment and resources
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using pilot and escort communication equipment and resources in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when using pilot and escort communication equipment and resources
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate communication equipment, signage and other communication resources required during escort and piloting operations
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of communication equipment and resources and take appropriate action where required
• Service communication equipment in terms of maintenance schedule and standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may include:
• all pilot and escort vehicle operations

Pilot and escort operations may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• in confined spaces, exposed conditions and controlled or open environment
• on the open road
• on a private road
• in the workplace, warehouse or depot
• at a client's workplace

Communication equipment may include:
• vehicle signage
• light battens
• white gloves
• directional display boards
• radio
• satellite phone
• flashing lights
• headlights
• hazard lights
Operational hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Personnel to whom communication is directed include:

- driver of overmassed and/or oversized vehicle
- other drivers on the road
- management/supervisors
- base personnel
- emergency services
- regulatory authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- state/territory pilot/escort permit/regulatory requirements
- state/territory road rules
- workplace procedures and policies
- workplace communication instructions and procedures
- vehicle manufacturers instructions and specifications
- emergency procedures
- communication log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions
- relevant state/territory road rules
- relevant state/territory oversized and overmassed permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
TLIF1007C Apply fatigue management strategies

Unit Descriptor
This unit involves the skills and knowledge required to apply fatigue management strategies, including identifying and acting upon signs of fatigue and implementing appropriate strategies to minimise fatigue during work activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under some supervision generally within a team environment.

It involves the application of the relevant regulations, codes and guidelines of the Commonwealth Government and the state/territory authorities concerning fatigue management during work activities and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and act upon signs of fatigue
1.1 Potential causes of fatigue are monitored and action taken to minimise their effects in accordance with company procedures
1.2 Personal warning signs of fatigue are recognised and necessary steps are taken in accordance with workplace procedures to ensure that effective work capability and alertness are maintained

2 Implement strategies to minimise fatigue
2.1 Routes and schedules are assessed and planned to minimise fatigue
2.2 Factors which increase the risk of fatigue-related accidents and safety incidents are understood and minimised
2.3 Strategies to manage fatigue are implemented in accordance with company policy
2.4 Lifestyle choices are made which promote the effective long-term management of fatigue
2.5 Effective practices in combating fatigue are adopted and applied
2.6 Personal fatigue management strategies are communicated to
other relevant people

2.7 Appropriate counter measures are planned to combat fatigue

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes, regulations, permit and licence requirements related to fatigue management
- Relevant OH&S regulations as they relate to fatigue
- Workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents
- Sources of information on fatigue
- The risks and hazards created by fatigue in the workplace
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
- Ways of recognising fatigue
- Strategies and ways of managing fatigue
- Causes and effects of fatigue on workers/drivers
- Factors which increase fatigue-related accidents
- Lifestyles which promote the effective long-term management of fatigue

Required skills:
- Communicate effectively with others when applying fatigue management strategies
- Read and interpret instructions, procedures, regulations and signs related to fatigue management and apply them to work activities
- Recognise symptoms of fatigue and take appropriate action in accordance with fatigue management regulations and workplace procedures
- Work collaboratively with others to manage and minimise the effects of fatigue during work activities
- Adjust lifestyle patterns to ensure effective fatigue management during work activities
- Modify activities and take appropriate initiatives to manage fatigue in the workplace depending on differing work contexts, risk situations and environments
- Apply precautions and required action to minimise and control the effects of fatigue when carrying out own work functions
- Adapt to changes in rosters and standard operating procedures as they may relate to fatigue management
- Participate in identifying and meeting own learning needs on matters related to fatigue management
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include:

- any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

The need for fatigue management in a range of industry situations including:

- operations conducted at all times but particularly at night
- typical weather conditions
- while working and/or driving at a workplace, depot, base or warehouse
- while working and/or driving at a client's workplace or work site
- driving a motor vehicle on the open road
- driving a motor vehicle on a private road
- driving a train, locomotive or motive power unit
- operating a marine vessel in coastal or international waters
- operating an aircraft
- operating load shifting equipment
- operating safety critical industrial plant and equipment

Work-related factors that may contribute to fatigue include:

- work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
- organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work

Worker/operator-related factors that may contribute to fatigue include:

- lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends
- working multiple jobs
- personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms
Responsibilities of individual for fatigue risk management may include:
• following the organisation's fatigue management policy and procedures
• using time away from work appropriately to rest and recover
• checking and ensuring fitness for work
• reporting symptoms of fatigue
• taking action to minimise risk when symptoms of fatigue are recognised

Depending on the organisation operating procedures may include:
• standard operating procedures
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Information and documents may include:
• Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
• workplace instructions and procedures on fatigue management
• relevant OH&S regulations and procedures
• work schedules and shift rosters
• emergency procedures
• log book or record book (where required)
• records and reports of fatigue-related errors and safety incidents
• relevant standards and certification requirements
• quality assurance procedures

Applicable legislation, regulations and codes may include:
• relevant regulations and codes of the Commonwealth Government and the state/territory regulatory authorities concerning fatigue management
• relevant state/territory road rules
• relevant rail industry safe working codes and regulations (where applicable)
• relevant state/territory permit regulations and requirements
• relevant state/territory OH&S legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment
• The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF107C Follow OH&S procedures

Unit Descriptor
This unit involves the skills and knowledge required to follow and apply OH&S procedures when carrying out work activities, including identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations and procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the established OH&S and hazard minimisation principles and procedures to the conduct of workplace activities.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
1 Follow workplace procedures for hazard identification and risk control

1.1 Workplace procedures for dealing with accidents, fire and emergencies are known and followed

1.2 Workplace procedures for OH&S and related work instructions for controlling risks in a workplace are accurately followed

1.3 Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment

1.4 Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities

1.5 Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed

1.6 Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures

1.7 Established emergency and contingency plans are followed in the event of an emergency

2 Contribute to arrangements for the

2.1 OH&S issues and identified safety hazards are raised with designated personnel in accordance with workplace
management of occupational health and safety

procedures and relevant OH&S legislation

2.2 Contributions to OH&S management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation

2.3 OH&S issues are raised with designated personnel in accordance with workplace procedures and relevant OH&S legislation

2.4 Participative arrangements for OH&S management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies

3 Complete occupational health and safety records

3.1 OH&S records for self are completed in accordance with workplace requirements

3.2 OH&S records and legal requirements for the maintenance of records of occupational injury and diseases are followed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant OH&S procedures and guidelines
• Risks when using manually-operated equipment to shift loads and related precautions to control the risk
• Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
• Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems
• Signs and signals used for OH&S warnings
• Terms used in material safety data sheets (where relevant)
• HAZCHEM symbols and implications for safe work and storage
• Storage and use of hazardous substances
• Handling of broken or damaged equipment
• Manual and mechanically assisted lifting and load shifting procedures
• Transport requirements for goods within workplace
• Emergency and evacuation procedures
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

Required skills:

• Communicate effectively with others when following OH&S procedures
• Read and comprehend simple statements in English
• Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice
• Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to OH&S in the workplace
• Operate electronic communication equipment to required protocol
• Estimate the size shape and special requirements of loads
• Work collaboratively with others when following OH&S procedures
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following OH&S procedures in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when following OH&S procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The shifting operations may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments
Workplace hazards may include:
- chemicals and other harmful substances
- movements of equipment, goods, vehicles
- toxic substances
- damaged packing material and containers
- broken and damaged equipment
- inflammable materials and fire hazards
- lifting practices
- waste management and disposal
- extremes in weather conditions
- lighting levels
- floor surfaces
- water hazards
- traffic flows, vehicle and equipment operation
- A range of storage areas

Personnel in the work area may include:
- workplace personnel
- site visitors
- OH&S specialists
- union representatives
- contractors
- official representatives

Participative arrangements may include:
- formal and informal meetings which deal with OH&S issues
- workplace OH&S committees
- other committees, for example, consultative, planning and purchasing
- OH&S representatives
- suggestions, requests, reports and concerns put forward by staff

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
Designated personnel may include:

- workplace personnel
- supervisors
- team leaders
- management
- occupational health and safety personnel
- other persons authorised or nominated by the organisation

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- OH&S regulations
- workplace OH&S procedures and policies
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- ADG Code and material safety data sheets (where relevant)
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.
- general duty of care under OH&S legislation
- workplace relations regulations
- workers compensation regulations
- dangerous goods regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Unit Descriptor
This unit involves the skills and knowledge required to apply safe handling strategies when handling dangerous goods or explosives, including driving the vehicle concerned in a safe manner and consulting with relevant authorities/persons in accordance with regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and state/territory regulations and codes, including the current Australian Dangerous Goods Code, the Australian Explosives Code, and the Code of Practice for the Safe Transport of Radioactive Substances.

Work is performed under limited or minimum supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to safe handling/transport of dangerous goods/explosives/hazardous substances in a range of operational situations.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Operate equipment and/or vehicle in a safe manner

1.1 Safety equipment is checked for serviceability and required quantities and types
1.2 Equipment/vehicle is operated safely in accordance with the relevant industry regulations, licence/permit requirements/or standards and as directed by police and/ or competent authority
1.3 Safety guidelines and codes are correctly applied
1.4 Dangerous goods/explosives/hazardous substances are handled/conveyed in accordance with the relevant government regulations and codes
1.5 Relevant emergency procedures are assessed relative to the dangerous goods/explosives/hazardous substances concerned
1.6 Emergency procedures are instigated in accordance with the relevant codes and government regulations to ensure precautions are taken consistent with directions set out in the emergency procedures
1.7 Procedures are implemented to minimise damage to
equipment, facilities and the environment and minimise injury to personnel

2 Consult with relevant authorities/persons

2.1 Dangerous goods occurrences are reported to the competent authority, fire brigade and/or police using appropriate workplace procedures, in specified timeframes in accordance with relevant regulatory requirements

2.2 Assistance is provided to the competent authority as requested

2.3 Other persons within affected emergency area are warned about the hazard in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and state/territory regulations and codes pertaining to the identification, handling and marking of dangerous goods, explosives or hazardous substances including the current Australian Dangerous Goods Code
- OH&S procedures and guidelines concerning the lifting and movement of loads
- The company's incident reporting system, and the responsibility of the employer to report incidents to the relevant State or Government authority
- Risks and hazards when handling and conveying dangerous goods, explosives or hazardous substances, and related precautions to control the risk
- Workplace procedures and policies for the handling and transport of dangerous goods, explosives or hazardous substances
- Characteristics of various dangerous goods, explosives or hazardous substances and their implications for handling and transport
- Compatibility of various types of dangerous goods, explosives or hazardous substances
- Housekeeping standards procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when handling or transporting dangerous goods or explosives
- Read and interpret instructions, procedures, information and signs relevant to the handling or transporting of dangerous goods or explosives
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the handling or transporting of dangerous goods or explosives
- Operate electronic communication equipment to required protocol
- Work collaboratively with others handling or transporting dangerous goods or explosives
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when handling or transporting dangerous or hazardous goods or explosives in accordance with regulatory requirements and workplace procedures

• Implement contingency plans for unanticipated situations that may arise during the handling or transporting of dangerous goods or explosives

• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the handling or transporting of dangerous goods or explosives

• Monitor work activities in terms of planned schedule

• Modify activities depending on differing operational contingencies, risk situations and environments

• Apply fatigue management knowledge and techniques

• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

• Operate and adapt to differences in handling and transportation equipment in accordance with standard operating procedures

• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • internal or external

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments
• a workplace, warehouse or depot
• a vehicle on the road
• client's workplace
• convoy of a group of vehicles

Goods/cargo being handled/conveyed may require: • special precautions for handling, stacking and transport

Classes of dangerous goods/explosives/hazardous substances are: • as defined in the respective Australian Codes
Standard marking and signage for identified explosives and dangerous goods is as required:
- in the respective Australian Codes

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Handling operations may be carried out:
- both manually and with the aid of lifting equipment and/or appliances

Load restraint procedures and equipment are:
- as specified in mass and loading regulations and guidelines

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- protective clothing
Information/documents may include:

- goods/materials identification numbers, codes and signs
- manifests, bar codes, goods and container identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances, and incident reporting
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances, the Industry Safety Code, and National Standards for Manual Handling
- National Load Restraint Guide
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- Australian and state/territory regulations pertaining to the handling of dangerous goods/explosives/hazardous substances
- Australian and international regulations and codes of practice for the handling and transport of explosives, dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
  - Code of Practice for the Safe Transport of Radioactive Substances
  - state/territory legislation covering the safe handling of infectious substances
- relevant state/territory environmental protection legislation
- equal opportunity
- workplace relations regulations
- equal employment opportunity and affirmative action legislation
- relevant state/territory OH&S legislation
**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying characteristics and hazards of the dangerous goods/explosives/hazardous substances being handled
  - interpreting relevant signs, labels and codes
  - locating, interpreting and applying relevant information
  - safely handling/transporting dangerous goods/explosives/hazardous substances in accordance with workplace procedures and regulatory requirements
  - identifying, selecting and using appropriate handling/transport equipment, vehicles, personal protection equipment and related procedures

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the...
workplace
TLIF1307C

Coordinate breakdowns and emergencies

Unit Descriptor
This unit involves the skills and knowledge required to coordinate breakdowns and emergencies, including evaluating the breakdown/emergency situation, consulting with relevant personnel/emergency authorities, coordinating activities at the breakdown/emergency site, and completing all required reports and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to the coordination of breakdowns and emergencies.

Work is performed with limited or minimum supervision. It involves judgement and discretion in the coordination of breakdowns and emergencies that may occur when driving a commercial vehicle.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Evaluate breakdown and/or emergency situation
1.1 Causes and effects of breakdown/emergency situation are identified and clarified
1.2 Breakdown/emergency coordination procedures are applied in accordance with workplace policies
1.3 Assistance is rendered to injured persons within the limitations of duty of care and workplace requirements
1.4 Load is identified and the nature of risks and hazards are established and communicated to the relevant authorities
1.5 Appropriate precautions and action are taken where the load is identified as including dangerous goods, explosives or hazardous substances in accordance with the relevant codes, regulations and related procedures

2 Consult with relevant persons and authorities
2.1 Details of causes and effects of breakdown/emergency are reported in accordance with workplace procedures
2.2 Assistance and cooperation is provided to relevant authorities within legal and workplace limitations
2.3 Information about emergency is obtained and/or exchanged in accordance with legal and workplace requirements
3 Coordinate breakdown and/or emergency situation

3.1 Suitable measures are taken to control, warn, stop or divert traffic at breakdown/emergency site
3.2 Personal security precautions are taken in accordance with workplace procedures
3.3 Assistance is requested to minimise the possibility of further damage to persons or property, in accordance with workplace policy and relevant rules and regulations
3.4 Appropriate measures are taken to control and protect the site of breakdown/emergency
3.5 Traffic at the site of a breakdown or emergency is controlled, if necessary, in accordance with regulatory requirements and workplace procedures

4 Complete documentation

4.1 All required documentation and reports on breakdown/emergency are completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Duty of care requirements in a breakdown and/or emergency situation
- Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case
- Types of emergency equipment, their purpose, and the procedures for their use
- Procedures to be followed in the event of a breakdown and/or emergency
- Risks and hazards that can exist in breakdown/emergency situations and related precautions to control the risks
- Characteristics of various dangerous goods/explosives/hazardous substances and their implications in breakdown/emergency situations

Required skills:
- Communicate effectively with others when coordinating a response to a breakdown or emergency
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, information and signs relevant to the coordination of a response to a breakdown or emergency
- Identify containers and goods coding, IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to the coordination of a response to a breakdown or emergency
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when coordinating a response to a breakdown or emergency
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when coordinating a response to a breakdown or emergency in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated events that may occur when coordinating a response to a breakdown or emergency
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Control traffic at the site of a breakdown or emergency
• Identify and correctly use emergency equipment at the site of a breakdown or emergency
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle may include:
• any commercial transport vehicle

Breakdowns and emergencies may occur in a range of road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site
Type of breakdowns/emergencies may include:
- collision
- spillage of fuel or dangerous load
- tyre blow-outs
- fire or explosion
- engine failure
- broken axle
- bogged vehicle
- load shifts
- electrical failure,
- breakdown
- overturned vehicle
- accident involving another vehicle

Emergency equipment may include:
- first aid kit
- fire extinguishers
- warning signs and indicators
- mobile phone or radio

Depending on the type and extent of the breakdown/emergency, the action to be taken to coordinate a breakdown/emergency may include:
- identifying and following established breakdown/emergency procedures
- evaluating the cause and effects of the breakdown/emergency
- coordinating emergency procedures and rendering assistance and first aid if required
- contacting and cooperating with relevant emergency authorities as required
- controlling traffic at the site of a breakdown or emergency
- taking appropriate action to secure the breakdown/emergency situation
- obtaining and recording information about the incident
- reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements

Consultative processes may include:
- workplace personnel and management
- designated breakdown/emergency officers
- emergency services personnel including ambulance, police, fire services, etc.
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information documents may include:

- workplace instructions and procedures concerning breakdowns and emergencies
- state/territory licence and permit requirements as they relate to breakdowns/emergencies
- state/territory road rules
- vehicle manufacturers instructions, specifications and recommended procedures
- goods/materials identification numbers and codes, including IMDG markings and HAZCHEM signs
- manifests, bar codes, goods and container identification
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances
- workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances
- vehicle log book or record book (where required)
- relevant standards and certification requirements
- quality assurance procedures

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to class of vehicle involved
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- Australian Dangerous Goods Code
- Australian Explosives Code
- relevant state/territory environmental protection legislation
- Code of Practice for the Safe Transport of Radioactive Substances
- state/territory legislation covering the safe handling of infectious substances
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF1407C  Develop and maintain a safe workplace

Unit Descriptor
This unit involves the skills and knowledge required to develop and maintain a safe workplace, including providing and informing personnel about OH&S legislation, codes and standards; planning and implementing safety requirements in accordance with regulations; monitoring, adjusting and reporting safety performance; investigating and reporting non-conformance; and evaluating the OH&S system and related policies, procedures and programs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves discretion and judgement in developing and maintaining a safe workplace.

Work is performed under minimum supervision with general guidance on progress and outcomes of work. A range of opportunities may be used to develop awareness and practice of OH&S policies and procedures, to support the development of OH&S and risk management systems, and to encourage the achievement of the organisation's OH&S goals and related key performance objectives.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
F – Safety Management

ELEMENT

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan and implement safety requirements
1.1 Health and safety risk assessments are made as part of all production planning exercises
1.2 Policy and procedures are developed to implement requirements for a safe workplace
1.3 Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards
1.4 Safe operating procedures are documented and communicated
1.5 Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments
1.6 Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities
1.7 Purchasing policy for the provision of goods and services is
Inform and train personnel on OH&S legislation, codes and standards

2.1 Legislation, standards and the organisation's policies and practices relevant to the creation and maintenance of a safe workplace and environment are made available to individuals/teams.

2.2 Arrangements are made to provide information in a language, style and format which is understood by colleagues.

2.3 An OH&S training program is developed and implemented to identify and fulfil employees' OH&S training needs as part of the workplace's general training program.

2.4 Individuals/teams know their legal responsibility for maintaining a safe workplace and environment.

2.5 The implications of an unsafe workplace and environment are clear to all within the workplace.

Establish and maintain procedures for assessing and controlling safety risks

3.1 Safety risks presented by identified hazards are correctly assessed in accordance with OH&S legislation and codes of practice.

3.2 Activities are monitored to ensure that this procedure is adopted effectively throughout the area of managerial responsibility.

3.3 Risk assessment is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that the risk from hazards is not increased.

3.4 Measures to control assessed safety risks are developed and implemented in accordance with the hierarchy of control, relevant OH&S legislation, codes of practice and trends identified from the OH&S records system.

3.5 Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility.

3.6 Risk control is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that adequate risk control measures are included.

Monitor, adjust and report safety performance

4.1 Hazards are identified, assessed and prioritised for action.

4.2 Controls are selected to minimise risks to health and safety.

4.3 Waste recycling, reduction and disposal is carried out within legislative and organisational requirements.

4.4 Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups.

4.5 Individuals/teams are informed of improvements and.
alterations to occupational health and safety procedures in the workplace

4.6 Systems, records and reporting procedures are maintained according to legislative requirements

5 Evaluate the occupational health and safety system and related policies, procedures and programs

5.1 The effectiveness of the OH&S system and related policies, procedures and programs is assessed according to the workplace's aims with respect to OH&S.

5.2 Improvements to the OH&S system are developed and implemented to ensure more effective achievement of the workplace's organisation's aims with respect to OH&S policies and objectives.

5.3 Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures

6 Investigate and report non-conformance

6.1 Compliance with OH&S legislation and codes of practice is assessed to ensure that legal OH&S standards are maintained as a minimum

6.2 Non-conformance is investigated and dealt with according to legislative requirements

6.3 Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards

6.4 Changes to operations and practices are implemented to ensure that non-conformance is not repeated

7 Establish and maintain a system for OH&S records

7.1 A system for keeping OH&S records is established and monitored to allow identification of patterns of occupational injury and disease within the area of managerial responsibility, including provision for relevant workplace OH&S reports to be submitted to management

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the management of personal work priorities and professional development
- The systems of risk control recognising the significance of OH&S for effective workplace operation
- Workplace business policies and plans related to OH&S issues
- The significance of other management systems and procedures for OH&S
• Hazards and associated safety risks that exist in the workplace
• The range of control measures available for these safety risks
• Considerations for choosing between different control measures
• How to identify when expert advice is needed
• Elements of an effective OH&S management system
• Principles of risk management
• Appropriate links to other management systems, for example contractors, maintenance and purchasing
• The role of technical information and experts in designing hazard control measures, monitoring systems and health surveillance procedures
• The hierarchy of hazard and risk control measures
• Arrangements for participation and consultation over OH&S
• Incident and accident investigation arrangements
• Training, coaching and mentoring approaches appropriate for use in OH&S training programs
• Typical problems that can occur when managing OH&S systems and related action that can be taken

Required skills:
• Communicate effectively with others when establishing a safe workplace
• Read and interpret instructions, procedures, information, labels and signs relevant to developing and maintaining a safe workplace
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to developing and maintaining a safe workplace
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when developing and maintaining a safe workplace
• Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S management systems
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when developing and maintaining a safe workplace in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan work activities, including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to improve OH&S compliance, information systems and reporting requirements
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
• single and multi-site location
• large, medium and/or small companies

Services, products, risks, work systems and requirements may:
• potentially vary across different sections of the workplace

Operations involve:
• internal and external customer/supplier contact and coordination

Work priorities and professional development are:
• directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans

Workplace hazards may include but are not restricted to:
• moving heavy loads in an unsafe work environment
• unsecured machinery, components or repaired equipment
• slippery floors
• welding equipment
• sharp tools and implements
• power tools
• moving and rotating machinery
• flammable liquids, vapours and fuel
• faulty machinery, handling equipment and lifting gear
• using equipment beyond safe working limits
• poor housekeeping procedures
• non-compliance with safe working procedures
• electrical wiring and systems, including exposed electrical circuits
• working at heights and in confined spaces
• toxic gases and substances
• chemicals and other harmful substances
• damaged goods, pallets and containers
• dangerous/hazardous goods
Training activities may include:

- attendance at formal education/training programs
- completion of internal short training programs
- attendances at relevant conferences, seminars and workshops
- reading of relevant journals and literature
- coaching/mentoring on the job
- workplace training projects

Consultative processes may involve:

- OH&S specialists
- trainers
- other employees and supervisors
- management
- union representatives
- manufacturers representatives
- supplier representatives
- customers/clients
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- workplace OH&S procedures and policies
- workplace OH&S management system including hazard/safety risk control strategies
- OH&S training notes and materials
- journals and work-related literature concerning OH&S
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers’ specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:
  - general duty of care under OH&S legislation and common law
  - requirements for the maintenance and confidentiality of records of occupational injury and disease
  - requirements for provision of OH&S information and training
  - provisions relating to health and safety representatives and/or OH&S committees
  - provisions relating to OH&S issue resolution
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF1707B Investigate rail safety incidents

Unit Descriptor
This unit involves the skills and knowledge required to investigate safety incidents in accordance with regulatory and workplace requirements, including planning the investigation, collecting and analysing information, and preparing the safety incident report. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the investigation of safety incidents as part of work activities in the rail transport and/or allied industries.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan the investigation
1.1 Clarification of the objectives of the incident investigation is established in conjunction with relevant personnel, and in accordance with workplace and regulatory requirements
1.2 Timeframes and locations for the investigation are established in conjunction with relevant personnel
1.3 Resources required for the investigation are identified and obtained within workplace guidelines

2 Collect and analyse information
2.1 All relevant available incident information is obtained and collated in order to facilitate a detailed and accurate analysis of the incident
2.2 Interviews are conducted with relevant personnel to establish their recollection of events associated with the incident
2.3 Information is analysed in accordance with the established objectives of the investigation, based on approved conditions, applicable standards and operational guidelines
2.4 Options for action are generated which are consistent with workplace and/or statutory requirements and lead to recommendations which reduce future risk
2.5 Criteria are specified to enable objective evaluation of the
options to be undertaken

3 Prepare report

3.1 Conclusions are drawn and recommendations are made which will enable a satisfactory resolution of the incident issues, and meet workplace and any other statutory requirement.

3.2 Opportunities to enhance operational efficiency and safety procedures are documented in accordance with the standard reporting guidelines.

3.3 Documentation is filed and distributed to all relevant parties for consideration and subsequent action.

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.
- Relevant OH&S and environmental protection procedures and guidelines.
- Workplace procedures and policies for the investigation of safety incidents.
- Focus of operation of work systems, equipment, management and site operating systems for the investigation of safety incidents.
- Problems that may occur when investigating safety incidents and appropriate action that can be taken to resolve the problems.
- Data collection and analysis techniques required when investigating safety incidents.
- Documentation and reporting requirements for the investigation of safety incidents.

Required skills:

- Communicate effectively with others when investigating safety incidents.
- Read and interpret instructions, procedures and information relevant to the investigation of safety incidents.
- Interpret and follow operational instructions and prioritise work.
- Conduct interviews and take statements.
- Negotiate, communicate and liaise effectively with others.
- Prepare reports and recommendations.
- Complete documentation related to the investigation of safety incidents.
- Operate electronic communication equipment to required protocol.
- Work collaboratively with others when investigating safety incidents.
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others.
- Promptly report and/or rectify any problems identified when investigating safety incidents in accordance with regulatory requirements and workplace procedures.
- Implement contingency plans for unanticipated situations that may arise when investigating safety incidents.
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the investigation of safety incidents
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer, communication and office equipment required when investigating safety incidents
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Resources required for the investigation may include: • personnel time
• access to incident site
• access to equipment including rolling stock and infrastructure
Incident information may be obtained from:

- incident reports
- dangerous goods manifest
- drivers advice (train load)
- safeworking forms
- special train notices
- consist forms
- wagon cards
- out-of-gauge documents
- train journals or train register books transport instructions
- load and weight records
- material safety data sheets
- inspection reports-routine circulars
- interviews with those involved in the incident -f.
- interviews with witnesses

Depending on the context of the safety incident concerned, the applicable regulatory/code requirements may include:

- the relevant state/territory OH&S regulations
- the relevant state/territory codes of practice for safeworking
- the Code of Practice for the Defined Interstate Rail Network

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials, trains and vehicular traffic

Consultative processes may involve:

- other employees, supervisors and managers
- affected customers
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and policies for the investigation of safety incidents
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the ADG Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Code of Practice for the Defined Interstate Rail Network in situations where safety incidents occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- Code of Practice for the Defined Interstate Rail Network in situations where safety incidents occur on that network
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of
practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF1807B Operate firefighting equipment

Unit Descriptor
This unit involves the skills and knowledge required to operate and check firefighting equipment in accordance with manufacturers instructions and workplace emergency procedures, including identifying and selecting the appropriate equipment, using the firefighting equipment to fight a fire, and checking that the firefighting equipment is operational. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice, regulations and workplace requirements concerning the operation and checking of firefighting equipment.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the operation and maintenance of firefighting equipment as part of work activities in the transport, distribution and/or allied industries.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Check firefighting equipment
1.1 Firefighting equipment is checked for serviceability as per manufacturers specifications and regulatory requirements
1.2 Non-functioning equipment or equipment which is past its service date is identified and reported to designated personnel for replacement or service

2 Use firefighting equipment
2.1 Equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturers instructions
2.2 Fire is controlled using firefighting equipment according to manufacturers instructions and workplace emergency procedures
2.3 Equipment is stored safely according to manufacturers instructions and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian codes of practice, regulations and safeworking systems relevant to the use and checking of firefighting equipment
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the use and checking of firefighting equipment
• The chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment
• The different classes of fire, their characteristics and strategies and equipment needed for their extinguishment
• Types of firefighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and basic checking of serviceability
• Fixed fire prevention and extinguishing installations and their principles of operation
• Firefighting techniques, agents and precautions applicable to different classes of fire
• Typical problems that can occur with firefighting equipment and operations and appropriate action and solutions
• Manufacturers instructions for the checking of firefighting equipment

Required skills:
• Communicate effectively with others when fighting fires using firefighting equipment
• Read and comprehend simple statements in English
• Read and interpret instructions, procedures, regulations, signs and labels relevant to the use of firefighting equipment and apply them to work activities
• Interpret and follow operational instructions and prioritise work
• Work safely and collaboratively with others when fighting fires using firefighting equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using firefighting equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when using firefighting equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify firefighting activities and take appropriate initiatives depending on limits of responsibility, differing workplace contexts, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly select, use and carry out basic checks on firefighting equipment relevant to own work functions
• Operate and adapt to differences in firefighting equipment and emergency procedures in the workplace
• Monitor performance of firefighting equipment and take appropriate action is required
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Types of fires which may occur include:
• Classes A, B, C and F in the standard classification of fires

Firefighting equipment, appliances and systems may include:
• portable fire extinguishers including foam, water, CO2, dry chemical and wet foam
• sprinkler systems
• fire hoses and hydrants
• fire blankets

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• live electrical circuits
• movements of equipment, goods, materials, trains and vehicular traffic

Consultative processes may involve:
• other employees and supervisors
• current and potential customers
• suppliers, customers and clients
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Information documents may include:
- workplace fire emergency procedures and policies
- relevant OH&S and environmental protection regulations
- codes of practice and regulations relevant to fire emergencies, including safeworking regulations and local authority regulations and procedures
- Australian regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for firefighting equipment
- technical instructions
- electrified territory regulations
- dangerous goods declarations and material safety data sheets (where applicable)
- goods manifest
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes, regulations and safeworking systems for the use and checking of firefighting equipment
- the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or
in an appropriate range of situations in the workplace
Ensure a safe on-board passenger and working environment

Unit Descriptor
This unit involves the skills and knowledge required to ensure a safe on-board passenger and working environment in accordance with OH&S regulatory and workplace requirements, including performing checks and inspections; rectifying and reporting work hazards and non-compliances; and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant OH&S regulations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures to ensure a safe on-board passenger and working environment during work activities in the transport and allied industries.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Perform checks and inspections

1.1 All non-compliances are identified in accordance with OH&S procedures and statutory requirements

1.2 Actual and potential hazards are accurately identified

2 Rectify and report work hazards and non-compliances

2.1 Hazards and non-compliances are reported in accordance with workplace instructions

2.2 Appropriate action to minimise or eliminate identified hazards is taken in accordance with workplace procedures and OH&S regulations

3 Complete documentation

3.1 Records, reports and other documentation concerning inspections, identified safety hazards and action taken are completed in accordance with workplace and OH&S regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations and codes of practice relevant to work activities including the Australian Dangerous Goods Code
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies related to ensuring a safe workplace
• The location of safety equipment and procedures for its use
• Manual handling procedures
• Emergency procedures
• First aid procedures
• Personal protective equipment and procedures for its use
• Equipment, and materials used during work activities and precautions and procedures that should be followed in their use
• Hazards that may occur in the workplace and action that can be taken to control and minimise the risks involved
• Communication and negotiation requirements
• Documentation and record requirements

**Required skills:**
• Communicate effectively with others when taking action to ensure a safe on-board passenger and working environment
• Read and interpret instructions, procedures, information and signs relevant to ensuring a safe on-board passenger and working environment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to ensuring a safe on-board passenger and working environment
• Write and prepare safety incident reports and other documents required within workplace activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when taking action to ensure a safe on-board passenger and working environment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when taking action to ensure a safe on-board passenger and working environment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when taking action to ensure a safe on-board passenger and working environment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and safely use relevant equipment and materials during work activities
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Make appropriate judgements regarding the relative urgency of hazard reports
• Use correct manual handling procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
• in a range of work environments
• by day or night

Work is carried out in accordance with:  
• relevant codes of practice
• OH&S regulatory requirements
• insurance requirements
• workplace policies and procedures

Work may be carried out in an range of long-distance passenger vehicles including:  
• sleeping cars
• sit-up cars
• dining cars
• lounge and/or entertainment cars
• brake vans and staff cars

Hazards may include:  
• slippery floors
• broken glass
• self-closing doors
• hot food and beverages
• faulty equipment
• moving trains and vehicles
• contaminated or spoilt food or beverages
• stairways
• sudden and unexpected movement
• infectious and contagious diseases
• sharp objects
• syringes and drugs
• human and biological waste
Consultative processes may involve:
- customers
- other workplace personnel
- supervisors and managers
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies
- work instructions, job description and induction materials
- manufacturers instructions for the use of equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to workplace activities
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant state/territory health and hygiene legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIF2007B  Manage emergencies**

**Unit Descriptor**
This unit involves the skills and knowledge required to manage emergencies in accordance with regulatory requirements, relevant codes of practice and workplace procedures, including identifying and responding to emergency situations, arranging follow-on support and assistance, and communicating with staff in accordance with workplace procedures and relevant code requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant codes, safeworking systems, regulations and workplace requirements concerning the management of emergencies.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the management of emergencies as part of work activities in the transport, distribution and/or allied industries.

**Competency Field**
F – Safety Management

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Respond to emergency situations**
1.1 Emergency and potential emergency situations are promptly identified and assessed and needs are prioritised in accordance with the workplace emergency response plan/procedures
1.2 Situations are handled appropriately following emergency
1.3 Incident reports are completed accurately in accordance with regulatory and workplace procedures

2 **Take required action during an emergency**
2.1 Responsibilities are fulfilled in accordance with the workplace emergency response plan and code/regulatory requirements
2.2 Assistance is provided to other staff in conducting an initial survey of the scene of an emergency
2.3 Assistance is provided in controlling the site both prior to and following arrival of emergency services
2.4 Directions of the controlling emergency authority are followed and all possible assistance is provided in response to those directions

3 **Arrange follow-on support and assistance**
3.1 Medical assistance and support is arranged as required in accordance with workplace procedures
3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures

4 Communicate with staff

4.1 Staff and customers are provided with relevant, appropriate and timely advice on emergency situations and instructions to be followed on an ongoing basis
4.2 Evacuation procedures for staff/customers are demonstrated and explained in accordance with workplace procedures
4.3 Customer service and safety needs arising from emergency situations are identified and acted upon in accordance with regulatory and workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian codes of practice, regulations and safeworking systems relevant to the management of emergencies, including the Australian Dangerous Goods Code and any applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the management of emergencies, including the elements of an emergency response plan and first aid procedures where applicable
- Focus of operation of work systems, equipment, management and site operating systems for the management of emergencies
- Problems that may occur when managing emergencies and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the management of emergencies
- Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies, including: handling hot food and equipment; sudden and unexpected movement; infectious and contagious diseases; self-closing doors; sharp objects; syringes and drugs; contact with human and biological waste; fire and explosion; collision; derailment of trains; handling, storage and carriage of dangerous goods and other hazardous substances; and the handling, storage and carriage of explosives
- Data collection and analysis techniques required when managing emergencies

Required skills:

- Communicate effectively with others when managing emergency situations
- Read and interpret instructions, procedures, information and signs relevant to the management of emergency situations
- Interpret and follow operational instructions and prioritise work
- Conduct interviews and take statements
- Complete documentation related to the management of emergency situations
• Prepare reports and recommendations
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when managing emergency situations
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when managing emergency situations in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated developments that may occur when managing emergency situations
• Follow emergency response plan and procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during emergency situations
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer/communication/office equipment required when managing emergencies
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  • in a range of work environments
• by day or night

Customers may be:       • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments
Emergency situations may include:
- chemical spills
- fires
- bomb threats
- derailments
- customer emergency

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:
- other employees, supervisors and managers
- affected customers
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- relevant regulatory and/or code requirements for the management of emergencies
- workplace procedures and policies for the management of emergencies including emergency response plan where applicable
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the ADG Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- operations manuals, job specifications and induction documentation including first aid manual
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements for management of emergencies
- the Code of Practice for the Defined Interstate Rail Network in situations where emergencies occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF207C Conduct housekeeping activities

Unit Descriptor
This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace, monitoring and maintaining cleanliness and tidiness in the workplace, and completing assigned housekeeping tasks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace housekeeping procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the basic safety principles to the completion of housekeeping tasks as part of workplace operations.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify the housekeeping requirements procedures, and resources of different areas of the workplace
1.1 Workplace procedures for housekeeping are identified
1.2 Equipment and consumables are selected in accordance with work area requirements
1.3 Specific requirements for housekeeping activities in different parts of the employees' work area are identified and followed
1.4 Requirements for the minor disassembly/reassembly of storage zones are identified (where applicable)

2 Monitor and maintain cleanliness and tidiness in the workplace
2.1 Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees
2.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures
2.3 Housekeeping equipment and supplies are maintained and stored

3 Complete assigned housekeeping duties
3.1 Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed
3.2 Maintenance requirements of any damaged items are notified to appropriate personnel
3.3 Minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures
3.4 Schedules and records for housekeeping duties are maintained
3.5 Work areas are checked and meet required workplace standards
3.6 Work is carried out following enterprise practices and safe work procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant OH&S procedures and guidelines concerning housekeeping operations
- Workplace procedures and policies for the carrying out housekeeping tasks in the workplace
- Risks when carrying out housekeeping tasks and related precautions to control the risk
- Housekeeping standards required in the workplace
- Site layout and obstacles
- Application of relevant industrial regulations and requirements
- Servicing procedures for housekeeping equipment

Required skills:
- Communicate effectively with others when carrying out housekeeping tasks
- Read and interpret instructions, procedures, information and signs relevant to housekeeping activities in the workplace
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to housekeeping in the workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out housekeeping tasks
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions identified when carrying out housekeeping tasks in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during housekeeping activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Monitor condition and performance of housekeeping tools and equipment
- Service housekeeping tools and equipment in terms of servicing schedule and standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The housekeeping tasks may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- tight or restricted spaces
- exposed conditions
- controlled or open environments

Housekeeping duties may include:
- cleaning
- returning goods or equipment to storage
- repacking
- waste removal
- maintenance

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and materials

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on workplace context, personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Information/documents may include:

- OH&S and environmental protection regulations
- workplace housekeeping procedures and policies
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- dangerous goods and air freight regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
TLIF207C Conduct housekeeping activities

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF2107B  Respond to train-driving emergencies and abnormal situations

Unit Descriptor
This unit involves the skills and knowledge required to respond to emergencies and abnormal situations when driving a train in accordance with regulatory requirements, relevant codes of practice and workplace procedures, including identifying and responding to emergency situations and abnormal situations; arranging follow-on support and assistance; and communicating with staff in accordance with workplace procedures and relevant safeworking code requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when responding to train-driving emergencies and abnormal situations as part of work activities in a range of contexts across the Australian rail system.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Identify emergency or abnormal situation
1.1 Emergency, potential emergency or abnormal train-driving situation is promptly identified and assessed and needs are prioritised in accordance with the workplace emergency response plan/procedures
1.2 Implications of the emergency, potential emergency or abnormal train-driving situation are evaluated in accordance with workplace requirements
1.3 Options for reporting the situation and/or taking action are considered in accordance with workplace procedures and regulatory requirements
1.4 Relevant personnel are alerted to the emergency, potential emergency or abnormal situation as required within workplace operating and emergency procedures and plans
1.5 Communications are maintained with relevant personnel to determine appropriate course of action
2 **Respond to emergency or abnormal situations**

2.1 Response to emergency, potential emergency or abnormal situation is in accordance with workplace procedures, received instructions, regulatory requirements and emergency response plan where relevant

2.2 Safety incidents and emergencies are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care

2.3 Responsibilities are fulfilled in accordance with the workplace emergency response plan and code/regulatory requirements

2.4 Assistance is provided in controlling the site both prior to and following arrival of emergency services

2.5 In the case of an emergency, assistance is provided to other staff and emergency service personnel conducting an initial survey of the scene

2.6 Directions of the controlling emergency authority are followed and all possible assistance is provided in response to those directions

2.7 Incident reports are completed accurately in accordance with regulatory and workplace procedures

3 **Arrange follow-on support and assistance**

3.1 In the case of accidents or illnesses, medical assistance and support is arranged as required in accordance with workplace procedures

3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures

4 **Communicate with staff and passengers**

4.1 Staff and passengers are provided with relevant, appropriate and timely advice on abnormal and emergency situations

4.2 Instructions are provided to relevant personnel and/or passengers in accordance with workplace procedures and consistent with the nature of the abnormal situation or emergency

4.3 Where applicable, evacuation procedures for personnel and/or customers are explained and/or demonstrated in accordance with workplace procedures

4.4 Customer service and safety needs arising from abnormal situations and emergency situations are identified and acted upon in accordance with regulatory and workplace requirements

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for identifying and responding to train-driving abnormal situations and emergencies
• Focus of operation of work systems, equipment, management and site operating systems when responding to train-driving abnormal situations and emergencies
• Problems that may occur when responding to train-driving abnormal situations and emergencies and action that can be taken to resolve the problems
• Relevant documentation and reporting requirements
• Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies

**Required skills:**

• Communicate effectively with others when responding to train-driving abnormal situations and emergencies
• Read and interpret instructions, procedures, information and signs relevant to train-driving abnormal situations and emergencies
• Interpret and follow operational instructions and prioritise work
• Complete documentation and reports related to train-driving abnormal situations and emergencies
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when responding to train-driving abnormal situations and emergencies
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions when responding to train-driving abnormal situations and emergencies in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated developments when responding to train-driving abnormal situations and emergencies
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Identify hazards and abnormal situations related to train operations and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant communications and other equipment required when identifying and responding to train-driving abnormal situations and emergencies
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Provide first aid within limits of responsibility and competence
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Trains may be:
• passenger or freight trains operated over tracks owned and maintained by different organisations

Work may be conducted:
• in a range of work environments
• by day or night

Emergency situations may include but are not limited to:
• suicide on the track
• derailments
• collision
• customer emergency
• chemical spills
• fire and explosion
• bomb threats

Abnormal situations may include but are not limited to:
• technology failure
• wheel slip and uncontrolled slide
• signals in stop mode
• assault on passengers or personnel
• brawls between passengers
• false alarm
• passenger initiated alarm
• track obstructions
• passenger caught in self-closing doors
• pedestrians crossing the track
• illness
• incorrect information or failure in communications
Hazards that may occur in rail transport that can lead to emergency situations may include but are not limited to:

- handling of hot food and equipment
- sudden and unexpected movement
- infectious and contagious diseases
- self-closing doors
- sharp objects
- syringes and drugs
- contact with human and biological waste
- faulty or out of specification track
- faulty rolling stock or motive power units
- handling, storage and carriage of dangerous goods and other hazardous substances
- handling, storage and carriage of explosives

Relevant personnel can include:

- train controllers
- train examiners
- maintenance personnel
- those providing operational assistance
- signals staff
- passengers
- station staff

Consultative processes may involve:

- other employees, supervisors and managers
- emergency services
- affected customers
- official representatives
- relevant authorities and institutions
- union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Emergency services may include:
- fire brigade
- police
- ambulance
- medical services
- rescue services
- security services

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and policies for the management of abnormal situations and emergencies, including the relevant emergency response plan where applicable
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the ADG Code
- operations manuals, job specifications and induction documentation including first aid manual
- emergency procedures
- agent/supplier/customer instructions and advice in the case of freight
- dangerous goods declarations and material safety data sheets (where applicable)
- manifests, goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- relevant Australian standards and certification requirements
- train timetables and schedules
- quality assurance and customer service standards and procedures including passenger comfort and on-time running standards
- communication equipment procedures and protocols
- equipment operation manuals and maintenance specifications
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where emergencies occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF2207C  Implement/monitor procedures when warehousing/storing dangerous goods and/or hazardous substances

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor OH&S policies, safe work procedures and programs for the warehousing or storage of dangerous goods and or hazardous substances in accordance with regulatory requirements. This includes accessing and providing information; implementing and monitoring procedures for identifying and assessing hazards; and implementing and monitoring procedures for controlling risks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit covers anyone working in the transport, warehousing, distribution and storage industries who may be involved in storing dangerous goods and/or hazardous substances.

Work must be carried out in compliance with all relevant OH&S regulations concerning the safe handling and storage of dangerous goods and hazardous substances.

Work is performed under general supervision. It involves the application of the codes of practice and established procedures for implementing and monitoring safe procedures when warehousing/storing dangerous goods and or hazardous substances.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access/provide information on legislative requirements, workplace policies and procedures

1.1 Legislative requirements for hazardous substances and/or dangerous goods are identified, stored and retrieved as required

1.2 Information on workplace occupational health and safety policies and safe work procedures relating to the storage of hazardous substances and/or dangerous goods is stored in a readily accessible location and manner

1.3 Information on legislative requirements, workplace policies and safe work procedures relating to the storage of hazardous substances and/or dangerous goods is accurately and clearly explained to the work group

1.4 Information on the outcome of hazard identification, risk assessment and application of control measures is accurately
Implement and monitor procedures when warehousing/storing dangerous goods and/or hazardous substances

and clearly explained to the work group

2 Implement and monitor procedures for identifying and assessing hazards

2.1 Dangerous goods and/or hazardous substances are identified from information provided, including class labels, manifests, material safety data sheets and other documentation

2.2 Confirmation is sought from relevant personnel where potentially hazardous substances or dangerous goods do not appear to be appropriately marked

2.3 Risks associated with the storage of identified hazardous substances or dangerous goods are assessed, reported/recorded in accordance with workplace policy

3 Implement and monitor procedures for controlling risks

3.1 Established risk control measures for the safe storage of hazardous substances and/or dangerous goods are implemented, monitored and reviewed in accordance with workplace procedures

3.2 Work procedures to control risks are implemented

3.3 Adherence to risk control procedures by the work group is monitored in accordance with workplace procedures

3.4 Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel

3.5 Procedures for monitoring and controlling risks provide for a hierarchy of risk control

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations and codes concerning the storage of dangerous goods and hazardous substances
- Permit and licence requirements
- Workplace procedures for handling and storing dangerous goods and hazardous substances
- Risks when storing dangerous goods and hazardous substances and related precautions to control the risk
- Problems that may occur when storing or warehousing dangerous goods and hazardous substances and action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when storing or warehousing dangerous goods and hazardous substances
• Read and interpret instructions, procedures, information and signs relevant to the storing or warehousing of dangerous goods and hazardous substances
• Identify containers and goods coding, markings, labels and, where applicable, emergency information panels for the mode of transport/storage selected
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the storing or warehousing of dangerous goods and hazardous substances
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when storing or warehousing dangerous goods and hazardous substances
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when storing or warehousing dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Implement contingency plans for unanticipated situations that may occur when storing or warehousing dangerous goods and hazardous substances
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the storing or warehousing of dangerous goods and hazardous substances
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The dangerous goods may be stored in a range of work environments by day or night and may be:
- for short-term storage
- for long-term storage
- in transit

Customers may be:
- internal or external

Workplace environment may include:
- movement of equipment
- movement of goods
- materials and vehicular traffic
Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident/accident procedures
- authorities and permits
- hours of operations
- noise restrictions
- additional gear and equipment
- segmentation procedures
- emergency procedures, including response to spillage/leaks, evacuation and firefighting

Hazards may include:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- fire or ignition
- dust/vapours

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

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- representatives of regulatory authorities with jurisdiction over OH&S, dangerous goods and hazardous substances
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives
Identification of goods may be:
- from material safety data sheets
- packaging labels
- manifests
- stock lists
- HAZCHEM interpretative advice

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- mask and respirator
- protective clothing
- breathing apparatus

Information/documents may include:
- goods identification numbers and codes
- manifests, stock lists, packaging labels, bar codes
- goods and container identification
- workplace procedures and policies concerning the storage of dangerous goods and hazardous substances
- supplier and/or client instructions
- material safety data sheets
- current Australian Dangerous Goods Code
- HAZCHEM interpretative advice
- relevant legislation, codes, regulations and related documentation concerning the storage of dangerous goods and hazardous substances
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures pertaining to dangerous goods and hazardous substances
Applicable regulations and legislation may include:

- relevant Australian and state/territory regulations relating to the storage of dangerous goods and hazardous substances
- Australian and international regulations and codes of practice for the storage and transport of dangerous goods and hazardous substances, including:
  - current Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - current Australian and International Explosives Codes
- all relevant Australian Standards
- relevant state/territory OH&S legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment and affirmative action legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying dangerous goods/hazardous substances (from labels, IMDG markings, HAZCHEM signs and other relevant identification criteria)
  - safely storing dangerous goods/hazardous substances
  - determining (any) required permits
  - identifying job and site hazards and planning work to minimise risks
  - identifying any special requirements for the dangerous goods/hazardous substances
  - assessing the handling and storage precautions and requirements for dangerous goods/hazardous substances

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF307C  Implement and monitor OH&S procedures

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor OH&S procedures, including accessing information about OH&S and the workplace policies and procedures, implementing and monitoring procedures for identifying and assessing hazards, implementing and monitoring/auditing procedures for controlling risks, planning and supervising housekeeping arrangements, and implementing and monitoring procedures for dealing with hazardous events. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations and procedures.

Work is performed under some supervision generally within a team environment. It involves the implementation and monitoring of established OH&S and hazard minimisation policies and procedures in workplace activities.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access information about OH&S and the workplace policies and procedures
1.1 Relevant provisions of occupational health and safety legislation and codes of practice are accurately followed
1.2 Information on workplace occupational health and safety policies, procedures and programs is stored in a readily accessible location and manner
1.3 Information is accurately and clearly explained to the work team
1.4 Information about the outcomes of risk identification and control procedures is provided to appropriate personnel

2 Implement and monitor procedures for identifying and assessing hazards
2.1 Existing and potential hazards in the work area are identified and reported
2.2 Identified hazards are assessed in relation to relative risk
2.3 Appropriate action is initiated to minimise and control the risks/hazards

3 Implement and monitor procedures for controlling risks
3.1 Existing risk control measures are implemented, monitored and reviewed
3.2 Work procedures to control risks are implemented and
adherence to them by the work group is monitored

3.3 Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel

3.4 Procedures for monitoring and controlling risks provide for a hierarchy of control

4 Plan and supervise housekeeping arrangements

4.1 Housekeeping tasks are identified and incorporated in enterprise work roles

4.2 Housekeeping equipment is maintained

4.3 Team members are allocated housekeeping tasks and supervised

4.4 Housekeeping procedures and practices are planned to conform with environmental and occupational health and safety requirements

5 Implement and monitor procedures for dealing with hazardous events

5.1 Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken

5.2 Hazardous events are investigated to identify causes

5.3 Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues and are referred to designated personnel for implementation

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S procedures and guidelines
- Risks when using manually-operated equipment to shift loads and related precautions to control the risk
- Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
- Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems
- Signs and signals used for OH&S warnings
- Terms used in material safety data sheets
- HAZCHEM symbols and implications for safe work and storage
- Procedures for the storage and use of hazardous substances
- Procedures for the storage and use of flammable materials
- Manual and mechanically assisted lifting and load shifting procedures
- Transport requirements for goods within workplace
- Emergency and evacuation procedures
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

**Required skills:**
• Communicate effectively with others when implementing and monitoring compliance with OH&S procedure and policies
• Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of compliance with OH&S procedure and policies
• Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the implementation and monitoring of compliance with OH&S procedure and policies
• Operate electronic communication equipment to required protocol
• Estimate the size, shape and special requirements of loads
• Work collaboratively with others when implementing and monitoring compliance with OH&S procedure and policies
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and monitoring compliance with OH&S procedure and policies in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when implementing and monitoring compliance with OH&S procedure and policies
• Ensure that precautions and required action are taken to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Check and replenish fluids and carry out lubrication processes in the course of work activities
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The implementation and monitoring of OH&S within work operations may be conducted:

- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Workplace hazards may include:
- chemicals and other harmful substances
- movements of equipment, goods, vehicles
- toxic substances
- damaged packing material and containers
- broken and damaged equipment
- inflammable materials and fire hazards
- lifting practices
- waste management and disposal
- extremes in weather conditions
- lighting levels
- floor surfaces
- water hazards
- traffic flows, vehicle and equipment operation
- dangerous storage areas
- violent incidents such as armed robberies
Responsibilities in the implementation/monitoring of OH&S may include:

- provision of OH&S information to staff
- consultation and participation in meetings on OH&S matters
- emergency procedures and response
- housekeeping
- identifying and minimising workplace hazards
- assessing and controlling OH&S risks
- OH&S training and assessment
- use of personal protective equipment
- keeping of OH&S records
- reporting of OH&S issues and incidents
- resolution of OH&S issues
- checking work area and/or equipment before and during work
- participation in OH&S audits and workplace inspections

Controlling OH&S risks may include:

- measures to remove the cause of a risk at its source
- consultation with workers and their representatives
- application of the hierarchy of control, namely:
  - elimination of the risk
  - engineering controls
  - administrative controls
  - personal protective equipment

Procedures for dealing with hazardous events may include:

- evacuation
- chemical containment
- first aid
- accident/safety incident reporting and investigation.

OH&S training may include:

- induction training
- specific hazard training
- specific task or equipment training
- emergency and evacuation training
- training as part of broader programs, for example equipment operation
**OH&S records may include:**
- OH&S audits and inspection reports
- health surveillance and workplace environmental monitoring records
- records of instruction and training
- manufacturers and suppliers information, including material safety data sheets and dangerous goods storage lists
- hazardous substances registers
- maintenance and testing reports
- workers compensation and rehabilitation records
- first aid/medical post records.

**Personnel in the work area may include:**
- workplace personnel and management
- site visitors
- OH&S specialists
- union representatives
- contractors
- official OH&S representatives

**Personal protective equipment may include:**
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

**Participative arrangements may include:**
- formal and informal meetings which deal with OH&S issues
- workplace OH&S committees
- other committees, for example, consultative, planning and purchasing
- OH&S representatives
- suggestions, requests, reports and concerns put forward by staff

**Designated personnel may include:**
- workplace personnel
- supervisors
- team leaders
- management
- occupational health and safety personnel
- other persons authorised or nominated by the organisation
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- OH&S regulations, responsibilities and obligations
- workplace OH&S procedures and policies
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, smoking, work station ergonomics and other critical OH&S issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.
- general duty of care under OH&S legislation
- workplace relations regulations
- workers compensation regulations
- dangerous goods regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
TLIF307C Implement and monitor OH&S procedures

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIF407C Organise OH&S procedures in the workplace

#### Unit Descriptor
This unit involves the skills and knowledge required to organise OH&S procedures in the workplace, including interpreting and applying information about OH&S policies and procedures and duty of care responsibilities, identifying and assessing hazards and risks in the workplace, negotiating to control workplace hazards and risks, resolving complaints about OH&S, and instituting appropriate risk management strategies. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work must be carried out in accordance with OH&S codes/regulations and workplace requirements.

Safety checks and equipment tests are performed under limited supervision.

Work involves the application of OH&S regulatory requirements and workplace procedures to the organisation of OH&S procedures in the workplace in the stevedoring, transport, warehousing, distribution and/or storage industries.

#### Competency Field
F – Safety Management

#### ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Use information about OH&S policies and procedures | 1.1 Relevant provisions of OH&S legislation and codes of practice are accurately followed  
1.2 Workplace OH&S policies, procedures and programs are promoted to employees in the relevant workgroup  
1.3 Implications of risks and requirements for safe work are accurately and clearly explained to the work group  
1.4 Information about the outcomes of risk identification and control procedures is used in the design/redesign of work procedures |
| 2 Identify and assess hazards | 2.1 Existing and potential hazards in the work area are identified through audit, monitoring of processes, equipment and products used, and in response to employee complaints and questions  
2.2 Identified hazards are assessed in relation to relative risk and impact on workplace operations and employee health, safety and welfare  
2.3 Priorities for hazard resolution are established and reported to appropriate personnel |
### 3 Negotiate to control risks and resolve complaints about OH&S

3.1 Existing risk control measures are implemented, monitored and possible improvements identified

3.2 Required improvements to existing risk control measures are implemented and identified

3.3 Required resources for implementation are established and reported to appropriate personnel

3.4 Negotiations with management and employees to revise work procedures are conducted within workplace issue resolution procedures

### 4 Institute risk management strategies

4.1 Workplace procedures for hazard, accident and incident reporting are used

4.2 Cooperative working relationships with other employees and external authorities involved in OH&S procedures are established and maintained

4.3 Legislative provisions for improvement notices and inspections are followed

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the management of personal work priorities and professional development
- The systems of risk control recognising the significance of OH&S for effective workplace operation
- The significance of other management systems and procedures for OH&S
- Hazards and associated safety risks that exist in the workplace, including: the range of control measures available for safety risks; considerations for choosing between different control measures; and how to identify when expert advice is needed
- Principles and practices of effective OH&S organisation, including: elements of an effective OH&S system; hazard control and risk management; the hierarchy of hazard and risk control measures; arrangements for participation and consultation over OH&S; and incident and accident investigation arrangements
- Training, coaching and mentoring approaches appropriate for use in OH&S training programs
- Typical problems that can occur when organising OH&S procedures and related action that can be taken

**Required skills:**

- Communicate effectively with others when organising OH&S procedures in the workplace
• Read and interpret instructions, procedures, information and signs relevant to the organisation of OH&S procedures in the workplace
• Interpret and follow operational instructions and prioritise work
• Negotiate and resolve issues related to the organisation of OH&S procedures in the workplace
• Complete documentation related to the organisation of OH&S procedures in the workplace
• Provide leadership and work collaboratively with others when organising OH&S procedures in the workplace
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when organising OH&S procedures in the workplace in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when organising OH&S procedures in the workplace
• Develop policies for precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan work activities, including predicting consequences and identifying improvements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Ensure the application of fatigue management knowledge and techniques in the workplace
• Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S management systems
• Select and appropriately apply technology, information systems and policies to organise OH&S compliance and reporting procedures
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Ensure the systematic use of required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites
Work may be conducted in:
- limited or restricted spaces
- exposed conditions
- controlled or open environments
- even or uneven surfaces
- wet or dry surfaces

Workplace hazards may include but are not restricted to:
- moving heavy loads in an unsafe work environment
- unsecured machinery, components or repaired equipment
- slippery floors
- welding equipment
- sharp tools and implements
- power tools
- moving and rotating machinery
- flammable liquids, vapours and fuel
- faulty machinery equipment handling equipment and lifting gear
- using equipment beyond safe working limits
- poor housekeeping procedures
- non-compliance with safe working procedures
- electrical wiring and systems, including exposed electrical circuits
- working at heights and in confined spaces
- toxic gases and substances
- chemicals and other harmful substances
- damaged goods, pallets and containers
- dangerous/hazardous goods

Consultative processes may involve:
- OH&S specialists
- trainers
- other employees and supervisors
- management
- union representatives
- manufacturers representatives
- supplier representatives
- customers/clients
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- workplace OH&S procedures and policies
- workplace OH&S management system including hazard/safety risk control strategies
- OH&S training notes and materials
- journals and work related literature concerning OH&S
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers' specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- hazardous substances and dangerous goods codes
- relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:
  - general duty of care under OH&S legislation and common law
  - requirements for the maintenance and confidentiality of records of occupational injury and disease
  - requirements for provision of OH&S information and training
  - provisions relating to health and safety representatives and/or OH&S committees
  - provisions relating to OH&S issue resolution
- environmental protection regulations
- relevant Australian standards and certification requirements
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF5807B  Apply safeworking rules and regulations to rail functions

Unit Descriptor
This unit involves the skills and knowledge required to apply applicable safeworking rules and regulations to rail functions carried out on rail networks, including the correct use of communication protocols; interpreting and responding to radio, hand signal and light commands; interpreting and following relevant safeworking rules and protocols; and taking appropriate action in the event of safety incidents, unsafe situations or emergencies. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the worker concerned.

It involves the application of the relevant principles, protocols, rules and requirements of the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines to the work activities of the rail occupation concerned.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Apply safeworking rules and regulations
1.1 Relevant rules for the applicable safeworking system are followed when carrying out activities as part of rail operation
1.2 All work activities are conducted in compliance with the relevant state/territory safeworking regulations pertaining to the activities concerned

2 Apply communication protocols
2.1 Communication protocols are followed in accordance with the applicable safeworking system requirements
2.2 Appropriate records of communications are maintained as required within the applicable safeworking system rules and regulations

3 Use and interpret radio, hand, light and flag commands
3.1 The applicable safeworking system rules and regulations are applied in the use and interpretation of radio, hand, light and flag commands
3.2 Hand signals are only used in conditions of good visibility
3.3 Any command not clearly understood is regarded as a 'STOP' command in accordance with applicable safeworking system rules and regulations

4 Follow safeworking protocols

4.1 Where applicable, relevant protocols are followed as specified in the applicable safeworking system rules and regulations
4.2 Appropriate records and documentation pertinent to safeworking protocols are completed in accordance with the requirements of the applicable safeworking system rules and regulations

5 Take action in the event of unsafe situations or emergencies

5.1 Unsafe situations are identified in accordance with the requirements of the applicable safeworking system rules and regulations
5.2 Where a safety incident or unsafe situation has been identified, appropriate action is taken to report and/or control the incident or situation in accordance with the limits of responsibility of the worker concerned and the requirements of the applicable safeworking system rules and regulations
5.3 In the event of an emergency, appropriate action is taken to report and/or control the emergency in accordance with the limits of responsibility of the worker concerned and the requirements and specifications of the applicable safeworking system rules and regulations
5.4 Appropriate records and documentation of an identified unsafe situation, an emergency, or a safety incident are maintained in accordance with the requirements of the applicable safeworking system rules and regulations

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection legislation and policies
- General understanding of systems and occupancy authorities
- An overview of system requirements
- An understanding of safeworking system types
- An awareness of system limitations
- A basic understanding of the applicable safeworking system
- An understanding of route integrity requirements including: general requirements, position of points and route occupancy requirements
- Communication protocols as they relate to the functions of the occupation concerned
• Safeworking rules and protocols as they relate to the functions of the occupation concerned
• Rail terminology as defined in the applicable safeworking system
• Action to be taken in the event of safety incidents, identified unsafe situations and emergencies within the limits of responsibility the occupation concerned

**Required skills:**

• Communicate effectively with others when applying safeworking rules and regulations to rail functions
• Read and interpret relevant rules, regulations and instructions applicable to the rail operations concerned
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to safeworking requirements applicable to the rail operations concerned
• Operate electronic communication equipment to required protocol
• Work collaboratively with others to fulfil safeworking requirements applicable to the rail operations concerned
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Recognise problems and hazards that may arise during rail operations and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in motive power units and associated equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Check compliance between work and safeworking rules and regulations and take appropriate action as per standard operating procedures where non-compliance is identified

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Work may include:**

• rail operations carried out in the state/territory concerned and covered by the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

**Terminology and related meanings will be:**

• as defined within the applicable safeworking system

**Work may occur:**

• by day or night, in both normal and emergency situations and under any conditions of weather
Where applicable, worksite safety plans will be:

- as defined within the applicable safeworking system

Occupancy authorities will be:

- as defined within the applicable safeworking system

Rules related to the use and operation of track vehicles and equipment will be:

- as defined within applicable safeworking system

Communication protocols will be:

- general safety
- emergency messages
- testing communications equipment
- transmitting and receiving messages
- identification
- standard radio terms
- phonetic alphabet
- spoken figures

Communications equipment may include:

- hand-held or portable equipment
- fixed equipment
- specialised testing facilities

Radio, hand, light and flag commands will be:

- as defined within the applicable safeworking system

Track work protocols will be:

- as defined within the applicable safeworking system

Safety clothing and equipment may include:

- high visibility clothing
- sunscreen and sunglasses
- insect repellent
- safety glasses, headwear, mask, footwear and gloves
- hearing protection
- safety devices
- lighting including strobe lighting
- hand tools

Where applicable, worksite protection equipment may include:

- joint occupancy rules
- blocking facilities (manual and electronic)
- trackside signs
- audible warning signs
- warning devices, whistles and sirens
- partitioning materials and structures
- barriers, lights and flags
- fixed and mobile communications equipment
Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- relevant occupancy authorities (where applicable)
- train authorities (where applicable)
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- train notices
- train register books
- failure reports
- local instructions
- take-off location documents
- level crossing location documents
- track and infrastructure drawings and diagrams
- plant, equipment, track vehicle and communications equipment registers
- operating and maintenance instructions of relevant equipment manufacturers
- repair cards and books
- voice communications log
- safeworking forms

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national and state/territory dangerous goods legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and/or equipment, and/or
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF6007A Control traffic as a pilot vehicle operator

Unit Descriptor
This unit involves the skills and knowledge required by pilot vehicle operators to control traffic in the vicinity of an oversized vehicle, including using prescribed traffic control stop/slow bats and communicating effectively with persons involved. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves applying basic principles, routine procedures and regulatory requirements to control traffic as a pilot vehicle operator.

Work is performed under general supervision.

This unit of competency will usually be assessed in conjunction with the unit TDTC1097B Pilot or escort oversized and/or overmassed loads.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Apply control procedures

1.1 Legislative responsibilities and requirements are identified, interpreted and applied

1.2 Occupational health and safety (OH&S) requirements are identified, interpreted and applied

1.3 Company procedures and requirements are identified, interpreted and applied

1.4 Appropriate personal protective equipment is selected and used in accordance with standard operating procedures

1.5 Traffic control equipment is selected in accordance with the requirements of the task and standard operating procedures

2 Coordinate traffic

2.1 Vehicles and pedestrians are monitored to ensure safety of persons and property

2.2 Adjustments are made for changing conditions and to ensure best traffic flow

2.3 Hand-held signs (bats) are positioned in accordance with standard operating procedures and to provide maximum visibility

2.4 Mishaps or accidents are managed in accordance with standard operating procedures where they exist and relevant legislation
3 Maintain effective communication

3.1 Effective communication is maintained between all parties
3.2 Appropriate language and protocols are used during communication
3.3 Messages are transmitted concisely and in accordance with standard operating procedures where they exist
3.4 Electronic communication power supply is maintained in accordance with the manufacturer's recommendation
3.5 After a period of non-contact, radio or other electronic contact is checked to ensure effective operation in accordance with standard operating procedures

4 Maintain equipment

4.1 Equipment is cleaned, maintained and stored or stowed in accordance with manufacturers specifications and standard operating procedures and to ensure operational effectiveness

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Standard operating procedures for controlling traffic in the course of piloting duties
- Workplace and equipment safety requirements and relevant OH&S legislation
- Verbal and non verbal communication techniques
- Electronic communications operating procedures
- Workplace and equipment safety requirements and relevant OH&S legislation
- Purpose of required personal protective equipment and instructions for its use

Required skills:

- Communicate effectively with others when controlling traffic as a pilot vehicle operator
- Read, interpret and follow instructions and standard operating procedures relevant to the control of traffic as a pilot vehicle operator
- Work safely in accordance with instructions
- Select and correctly use signage
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly rectify and/or report any identified problems when controlling traffic in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Use personal protective clothing as per OH&S requirements
• Work systematically with required attention to detail without injury to self or others, or damage to goods, vehicles or equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments, spaces and weather conditions
• by day or night

Traffic control applies to:
• safe and efficient movement of all vehicular and pedestrian traffic
• assisting movement of oversized or overmassed (OSOM) vehicle being escorted

Communication methods may include:
• verbal
• electronic
• the use of hand-held (stop/slow bats) signs

Electronic communication may be used by:
• a single operator
• two operators

Documentation/records may include:
• standard operating procedures for controlling traffic in the course of piloting duties
• AS 1742-3 2002 Manual for uniform traffic control devices
• relevant state or territory legislation, manuals and codes of practice
• relevant local government documents

Applicable legislation, regulations and codes may include:
• OH&S legislation and regulations
• relevant state or territory road and rail legislation
• relevant telecommunication legislation and regulations
• relevant local government legislation and regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace
procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIF607C  

Apply accident-emergency procedures

Unit Descriptor
This unit involves the skills and knowledge required to apply accident emergency procedures, including responding to an incident, controlling and assisting at an accident or emergency site, finalising accident-emergency processes, and completing records, reports and other required documentation in accordance with regulatory requirements and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with OH&S codes/regulations and workplace requirements.

Work is performed under limited supervision. It involves the application of regulatory requirements and workplace procedures when responding to accident/emergencies in the workplace.

Competency Field
F – Safety Management

ELEMENT  

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA  

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Respond to the incident

1.1 Response to the incident or accident is in accordance with workplace emergency procedures and relevant regulatory requirements

1.2 Details of the cause(s) and effects of the incident are identified and reported

1.3 Assistance requirements for accidents and emergencies are clarified and reported immediately to the appropriate parties

1.4 Requests for assistance are made to relevant personnel and emergency services

2  Control and assist at accident or emergency site

2.1 Site is controlled and protected until the arrival of authorised personnel

2.2 Assistance is provided to injured persons, within the limitations of duty of care and workplace procedures

2.3 Relevant authorities at the site are cooperated with and assisted within workplace policies

3  Finalise accident – emergency process and complete records

3.1 Relevant information is exchanged in accordance with state/territory law and workplace procedures

3.2 Documentation and reports are completed and processed in accordance with workplace and relevant regulatory requirements
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulatory and code requirements applicable in accident/emergency situations
- Relevant OH&S and environmental protection policies and procedures
- Workplace procedures for accident-emergency response
- Workplace emergency, fire and accident procedures
- Site layout
- Focus of operation of work systems, equipment or management, site and organisational operating and emergency procedures
- Typical problems that can occur during a safety incident, accident or emergency and related action that can be taken

Required skills:
- Communicate effectively with others when responding to an accident or an emergency
- Read and interpret instructions, procedures and information relevant to a response to an accident or an emergency
- Interpret and follow operational instructions and prioritise work
- Negotiate and resolve issues when responding to an accident or an emergency
- Complete documentation related to a response to an accident or an emergency
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when responding to an accident or an emergency
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when responding to an accident or an emergency
- Analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OH&S control procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when responding to an accident or an emergency
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and policies during a safety incident, accident or emergency
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments
• even or uneven surfaces
• wet or dry surfaces

Workplace hazards may include but are not restricted to: • moving heavy loads in an unsafe work environment
• unsecured machinery, components or repaired equipment
• slippery floors
• welding equipment
• sharp tools and implements
• power tools
• moving and rotating machinery
• flammable liquids, vapours and fuel
• faulty machinery equipment handling equipment and lifting gear
• using equipment beyond safe working limits
• poor housekeeping procedures
• non-compliance with safe working procedures
• electrical wiring and systems, including exposed electrical circuits
• working at heights and in confined spaces
• toxic gases and substances
• chemicals and other harmful substances
• damaged goods, pallets and containers
• dangerous/hazardous goods
Consultative processes may involve:

- OH&S specialists
- trainers
- other employees and supervisors
- management
- union representatives
- manufacturers representatives
- supplier representatives
- customers/clients
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace accident-emergency procedures and policies
- workplace OH&S management system including hazard/safety risk control strategies
- OH&S training notes and materials
- journals and work related literature concerning OH&S
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers' specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures
Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- hazardous substances and dangerous goods codes
- relevant Australian and state/territory OH&S legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:
  - general duty of care under OH&S legislation and common law
  - requirements for the maintenance and confidentiality of records of occupational injury and disease
  - requirements for provision of OH&S information and training
  - provisions relating to health and safety representatives and/or OH&S committees
  - provisions relating to OH&S issue resolution
- environmental protection regulations
- relevant Australian standards and certification requirements including Australian Standard AS 1885.1

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF6107A  Respond to electric tram-driving emergencies and abnormal situations

**Unit Descriptor**
This unit involves the skills and knowledge required to respond to emergencies and abnormal situations when driving an electric tram in accordance with regulatory requirements and workplace procedures. It includes identifying and responding to emergency and abnormal situations; arranging follow-on support and assistance; and communicating with staff and passengers in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to respond to electric tram-driving emergencies and abnormal situations as part of workplace activities across a variety of operational contexts.

**Competency Field**
F – Safety Management

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Identify emergency or abnormal situation**

   1.1 Emergency, potential emergency or abnormal electric tram-driving situation is promptly identified and assessed and needs are prioritised in accordance with the workplace emergency response plan/procedures

   1.2 Implications of the emergency, potential emergency or abnormal electric tram-driving situation are evaluated in accordance with workplace requirements

   1.3 Options for reporting the situation and/or taking action are considered in accordance with workplace procedures and regulatory requirements

   1.4 Relevant personnel are alerted to the emergency, potential emergency or abnormal situation as required within workplace operating and emergency procedures and plans

   1.5 Communications are maintained with relevant personnel to determine appropriate course of action
2 Respond to emergency or abnormal situations

2.1 Response to emergency, potential emergency or abnormal situation is in accordance with workplace procedures, received instructions, regulatory requirements and emergency response plan where relevant

2.2 Safety incidents and emergencies are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care

2.3 Responsibilities are fulfilled in accordance with the workplace emergency response plan and code/regulatory requirements

2.4 Assistance is provided in controlling the site both prior to and following arrival of emergency services

2.5 In the case of an emergency, assistance is provided to other staff and emergency service personnel conducting an initial survey of the scene

2.6 Directions of the controlling emergency authority are followed and all possible assistance is provided in response to those directions

2.7 Incident reports are completed accurately in accordance with regulatory and workplace procedures

3 Arrange follow-on support and assistance

3.1 In the case of accidents or illnesses, medical assistance and support is arranged as required in accordance with workplace procedures

3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures

4 Communicate with staff and passengers

4.1 Staff and passengers are provided with relevant, appropriate and timely advice on abnormal and emergency situations

4.2 Instructions are provided to relevant personnel and/or passengers in accordance with workplace procedures and consistent with the nature of the abnormal situation or emergency

4.3 Where applicable, evacuation procedures for personnel and/or customers are explained and/or demonstrated in accordance with workplace procedures

4.4 Customer service and safety needs arising from abnormal situations and emergency situations are identified and acted upon in accordance with regulatory and workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant state/territory roads and traffic authority and tramway operating procedures
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures for responding to electric tram-driving abnormal situations and emergencies
• Focus of operation of work systems, equipment, management and site operating systems when responding to electric tram-driving abnormal situations and emergencies
• Problems that may occur when responding to electric tram-driving abnormal situations and emergencies, and action that can be taken to resolve the problems
• Relevant documentation and reporting requirements
• Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies
• Electric tram knowledge may include: monitoring devices, braking and drive equipment, ancillary systems and signalling systems
• Procedures for operating any electronic communications equipment with required protocol
• Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long-term management of fatigue

Required skills:
• Communicate effectively with others when responding to electric tram-driving emergencies and abnormal situations
• Read and interpret instructions, procedures and information relevant to identifying and responding to electric tram-driving abnormal situations and emergencies
• Identify hazards and abnormal situations related to electric tram operations and take appropriate action
• Complete required documentation and reports
• Work collaboratively with others when responding to electric tram-driving abnormal situations and emergencies
• Modify activities depending on differing workplace contexts, risk situations and environments
• Identify and solve and/or report problems that arise when identifying and responding to electric tram-driving abnormal situations and emergencies
• Follow emergency response plan and procedures
• Provide first aid within limits of responsibility and competence
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Adapt to differences in electric trams and ancillary equipment
• Select and use relevant communications and other equipment required when identifying and responding to electric tram-driving abnormal situations and emergencies
• Apply fatigue management knowledge and techniques
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:
- hand-operated or foot pedal control systems or both

Emergency situations may include:
- collision
- derailments
- customer emergency
- suicide on the track or road
- passenger behavioural issues
- chemical spills
- fire and explosion
- bomb threats

Abnormal situations may include:
- technology failure
- wheel slip and uncontrolled slide
- traffic signals in stop mode
- assault on passengers or personnel
- brawls between passengers
- false alarm
- passenger initiated alarm
- obstructions
- extreme weather conditions (e.g. heat, storm, ice, etc.)
- passenger caught in self-closing doors
- pedestrians crossing the track
- illness
- incorrect information or failure in communications

Hazards that may occur in tramway transport that can lead to emergency situations may include:
- sudden and unexpected movement
- infectious and contagious diseases
- dehydration in extreme weather conditions
- self-closing doors
- sharp objects
- syringes and drugs
- contact with human and biological waste
- faulty or out of specification track
- faulty rolling stock or electric trams
Relevant personnel can include:
- tram controllers
- tram examiners
- maintenance personnel
- those providing operational assistance

Consultative processes may involve:
- other employees, supervisors and managers
- emergency services
- affected customers
- official representatives
- relevant authorities and institutions
- union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- radio
- fax
- email
- internet
- oral, aural or signed communications

Emergency services may include:
- fire brigade
- police
- ambulance
- medical services
- rescue services
- security services

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information and documents may include:

- relevant tramways regulatory requirements applicable to emergencies and abnormal situations that may occur during an electric tram journey
- workplace procedures and policies for the management of electric tram abnormal situations and emergencies, including the relevant emergency response plan where applicable
- operations manuals, job specifications and induction documentation including first aid manual
- emergency procedures
- communication equipment procedures and protocols
- equipment operation manuals and maintenance specifications
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIF6207A**  
**Apply awareness of safeworking rules and regulations**

**Unit Descriptor**
This unit involves the skills and knowledge required to apply a basic awareness of applicable safeworking rules and regulations to work functions in the rail industry. It includes interpreting and applying the applicable safeworking rules and protocols; recognising and reporting unsafe situations; following safeworking instructions and procedures; and taking appropriate safety precautions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under established procedures, with accountability and responsibility for self and others in achieving the prescribed outcomes within the limits of responsibility of the worker concerned.

It involves the application of a basic awareness of applicable legislated rail safety requirements to the work activities of the rail occupation concerned.

**Competency Field**
F – Safety Management

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Interpret applicable safeworking rules and regulations**
   1.1 Relevant procedures for the applicable safeworking rules and regulations are identified, accessed and interpreted when carrying out basic work activities as part of rail operation

2 **Apply a basic awareness of applicable safeworking rules and regulations**
   2.1 A basic awareness of relevant safeworking regulations is applied to all work activities applicable to the rail functions concerned
   2.2 Communications are conducted in accordance with the applicable safeworking system requirements
   2.3 Appropriate records of communications are maintained as required within the applicable safeworking system rules and regulations

3 **Recognise and report**
   3.1 Unsafe situations are identified consistent with a basic awareness of the applicable safeworking rules and regulations
unsafe situations

3.2 Situations in the work environment identified as unsafe are reported to appropriate personnel as per the applicable safeworking rules and regulations.

4 Follow safeworking instructions and procedures

4.1 Where applicable, relevant protocols are followed as specified in the applicable safeworking system rules and regulations.

4.2 Appropriate records and documentation pertinent to safeworking protocols are completed in accordance with the requirements of the applicable safeworking system rules and regulations.

5 Take appropriate safety precautions

5.1 Appropriate safety precautions are interpreted and followed during work activities as per the applicable safeworking rules and regulations.

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- A basic awareness of applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.
- Relevant OH&S and environmental protection legislation and policies.
- A basic understanding of systems and occupancy authorities.
- An overview of system requirements.
- A basic understanding of safeworking system types.
- A basic awareness of system limitations.
- A basic understanding of the applicable safeworking system.
- An understanding of route integrity requirements including: general requirements, position of points and route occupancy requirements.
- Communication protocols as they relate to the functions of the occupation concerned.
- Safeworking rules and protocols as they relate to the functions of the occupation concerned.
- Rail terminology as defined in the applicable safeworking system.
- Action to be taken in the event of identified unsafe situations and emergencies within the limits of responsibility the occupation concerned.

Required skills:

- Communicate effectively with others applicable to the rail operations concerned.
- Read and interpret relevant rules, regulations and instructions applicable to the rail operations concerned.
- Interpret and follow operational instructions and prioritise work.
- Complete documentation related to safeworking requirements applicable to the rail functions concerned.
• Operate electronic communication equipment to required protocol
• Work collaboratively with others to fulfil safeworking requirements applicable to the rail operations concerned
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Recognise problems and hazards that may arise during rail operations and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Adapt to differences in equipment and procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may include: • basic rail operations carried out on the rail network concerned and covered by the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

Terminology and related meanings will be: • as defined within the applicable safeworking system

Work may occur: • by day or night, in both normal and emergency situations and under any conditions of weather

Where applicable, work site safety plans will be: • as defined within the applicable safeworking system

Occupancy authorities will be: • as defined within the applicable safeworking system

Rules related to the use and operation of track vehicles and equipment will be: • as defined within applicable safeworking system

Communication protocols will be • general safety
as specified within applicable safeworking system and may • emergency messages
include: • testing communications equipment • transmitting and receiving messages • identification • standard radio terms • phonetic alphabet • spoken figures
Communications equipment may include:
- hand-held or portable equipment
- fixed equipment
- specialised testing facilities

Track work protocols will be:
- as defined within the applicable safeworking system

Safety clothing and equipment may include:
- high visibility clothing
- sunscreen and sunglasses
- insect repellent
- safety glasses, headwear, mask, footwear and gloves
- hearing protection
- safety devices
- lighting including strobe lighting
- hand tools

Where applicable, worksite protection equipment may include:
- joint occupancy rules
- blocking facilities (manual and electronic)
- trackside signs
- audible warning signs
- warning devices, whistles and sirens
- partitioning materials and structures
- barriers, lights and flags
- fixed and mobile communications equipment
Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- relevant occupancy authorities (where applicable)
- train authorities (where applicable)
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- train notices
- train register books
- failure reports
- local instructions
- operating and maintenance instructions of relevant equipment manufacturers
- voice communications log
- safeworking forms

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national and state/territory dangerous goods legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
the underpinning knowledge and skills
relevant legislation and workplace procedures
other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
Administer the implementation of fatigue management strategies

Unit Descriptor
This unit involves the skills and knowledge required to administer the implementation of fatigue management strategies, including monitoring the implementation of fatigue management strategies; and recognising breaches of fatigue management policies, procedures and regulations. It also includes developing and assessing staff competence in fatigue management; providing feedback to staff on any shortcomings in their fatigue management skills and knowledge; and reporting to management on the implementation of fatigue management policy. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the requirements of the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under limited supervision generally as a team leader or supervisor. It involves the application of relevant regulations and the principles of fatigue management when administering the implementation of an organisation's fatigue management strategies during work operations in a defined workplace.

Competency Field
F – Safety Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Monitor the implementation of fatigue management strategies

1.1 Work activities of employees, subcontractors and suppliers in the supply chain of products and services are monitored in accordance with the organisation's fatigue risk management implementation plan

1.2 Reviews are undertaken of scheduled versus actual hours of work and where a compliance breach is identified, appropriate action is taken to analyse the reasons concerned and to rectify the situation

2 Recognise breaches of fatigue management policies, procedures and regulations

2.1 Signs and symptoms of fatigue in employees are identified in accordance with operational procedures

2.2 Breaches of fatigue management policies, procedures and regulations in the work activities of employees, subcontractors and suppliers are recognised and reported as per standard
<table>
<thead>
<tr>
<th></th>
<th>3 Develop and assess staff competence in fatigue management</th>
<th></th>
<th>4 Provide feedback to employees on any shortcomings in fatigue management skills and knowledge</th>
<th></th>
<th>5 Report on the implementation of fatigue management policy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>3.1 Appropriate training programs and learning resources are developed and provided to ensure that employees understand the organisation's fatigue management policies and procedures and the risks, causes and consequences of fatigue</td>
<td></td>
<td>4.1 Evidence of any shortcomings in an employee's implementation of fatigue management strategies is obtained and interpreted from observation of signs and symptoms of fatigue in their work activities, periodic evaluations of work performance, and assessments of competence carried out as part of training and learning activities</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.2 Employees are assessed to confirm that they are competent in their understanding of the organisation's fatigue management strategies and can apply them to their day-to-day work activities and responsibilities</td>
<td></td>
<td>4.2 Employees are provided with feedback on any identified shortcomings in their implementation of fatigue management strategies and appropriate support and counselling is provided on how they might address these shortcomings</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.3 Any deficiencies in the competence of individual employees to apply the organisation's fatigue management strategies to their work activities are identified, and appropriate learning opportunities are provided to the employee to enable her or him to achieve the competence required</td>
<td></td>
<td>4.3 Where appropriate, further learning opportunities and information are provided to the employees to assist them in implementation of organisation's fatigue management strategies in their area of work activity</td>
<td></td>
</tr>
</tbody>
</table>

2.3 Errors and incidents traceable to non-compliance with fatigue management procedures and regulations are investigated and reported in accordance with operational procedures

2.4 Appropriate action is taken in conjunction with employees, subcontractors or suppliers concerned to ensure ongoing and future compliance with the organisation's fatigue management policy and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant codes, regulations, permit and licence requirements related to fatigue management
- Relevant OH&S regulations as they relate to fatigue
- Organisation's fatigue risk management system as it relates to the operational areas being administered
- Organisation's fatigue risk management system and the workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents
- Responsibilities of both the organisation and individual employees for the implementation of fatigue management regulations and policies in an organisation including suppliers and subcontractors in the supply chain of the organisation's services and products
- Procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for reporting the outcomes of audits
- The risks and hazards created by fatigue in the workplace
- Causes and consequences of fatigue on both employees and an organisation
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
- Ways of recognising fatigue
- Strategies and ways of managing fatigue
- Factors which increase fatigue-related accidents
- Lifestyles which promote the effective long-term management of fatigue
- Ways of assisting individuals to assess their own sleep patterns and to evaluate their own fitness for work. This may include information on identifying sleep disorders and obtaining appropriate treatment
- Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being insufficient, and refresher training on fatigue management
- Processes and resources for assessing employees' competence in fatigue management
- Ways of providing feedback to employees on any identified deficiencies in their competence to implement fatigue management strategies

**Required skills:**
- Communicate effectively with others when implementing the organisation's fatigue risk management system
- Read and interpret documentation on an organisation's fatigue risk management system and related policy, instructions, procedures and regulations related to fatigue management and apply them to supervisory activities
• Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system
• Work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system
• Plan and organise training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system
• Plan and carry out audits and reviews of an organisation's fatigue risk management system
• Modify activities and take appropriate initiatives to administer the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments
• Adapt to any changes in regulations policies and procedures as they may relate to fatigue management
• Assist employees to identify their own learning needs on matters related to fatigue management

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Workplace may include: any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

Components of a fatigue risk management system include:
• risk management policy documents
• risk management procedures
• risk management competence assessment processes
• risk management training and learning opportunities
• hazard control system

The need for fatigue management in a range of industry situations including:
• operations conducted at all times but particularly at night
• typical weather conditions
• while working and/or driving at a workplace, depot, base or warehouse
• while working and/or driving at a client's workplace or work site
• driving a motor vehicle on the open road
• driving a motor vehicle on a private road
• driving a train, locomotive or motive power unit
• operating a marine vessel in coastal or international waters
• operating an aircraft
• operating load shifting equipment
• operating safety critical industrial plant and equipment
| **Work-related factors that may contribute to fatigue include:** | • work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)  
• organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work |
| **Worker/operator-related factors that may contribute to fatigue include:** | • lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends  
• working multiple jobs  
• personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms |
| **Responsibilities of organisation for fatigue risk management may include:** | • providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems  
• ensuring work schedules provide adequate opportunity for rest and recovery between shifts  
• assessing work tasks for fatigue related risk and redesigning if necessary  
• managing fatigued employees |
| **Responsibilities of individual for fatigue risk management may include:** | • following the organisation's fatigue management policy and procedures  
• using time away from work appropriately to rest and recover  
• checking and ensuring fitness for work  
• reporting symptoms of fatigue |
| **Fatigue management competency-based training may include:** | • initial induction training (incorporating a basic fatigue management component)  
• fatigue management awareness training  
• in-depth training on fatigue and fatigue management techniques  
• remedial training where existing competence is assessed as being insufficient  
• refresher training on fatigue management |
Depending on the organisation operating procedures may include:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
- fatigue risk management system documents
- workplace instructions and procedures on fatigue management
- reports of audits of fatigue risk management system
- error and safety incident reports
- relevant OH&S regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures

Applicable legislation, regulations and codes may include:

- relevant regulations and codes of the Commonwealth Government and the state/territory roads and traffic authorities concerning fatigue management
- relevant state/territory road rules
- relevant rail industry safe working codes and regulations (where applicable)
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

• Assessment of this unit must be undertaken by a registered training organisation

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIF6407A Manage fatigue management policy and procedures

Unit Descriptor

This unit involves the skills and knowledge required to manage fatigue management policy and procedures in an organisation, including identifying legal requirements, liabilities and responsibilities; establishing and/or improving fatigue management implementation plan and related policy and procedures; and acting appropriately upon reports on the implementation of fatigue management policy and any identified breaches of fatigue management regulations. It also includes ensuring that the operation's systems are compliant with fatigue management regulations and policy; planning and organising adequate resources and operational systems; and facilitating the training and assessment of staff on their responsibilities and fatigue management techniques. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable Commonwealth and state/territory legislation and relevant regulations covering the management of fatigue in the workplace.

Work is performed under minimum supervision generally as a manager. It involves the application of relevant regulations and the principles of fatigue management to the management of an organisation's fatigue management policies and procedures.

Competency Field

F – Safety Management

ELEMENT  PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify or confirm fatigue management legal requirements and responsibilities

1.1 Current legal requirements, liabilities and responsibilities for effective fatigue management within the organisation are identified and interpreted

1.2 Any existing fatigue management plans, policies and procedures are obtained and reviewed

1.3 Internal risks concerning the potential effects of fatigue are identified or confirmed and reviewed

1.4 External risks within the supply chain of the organisation's services and/or products concerning the potential effects of fatigue are identified or confirmed and reviewed in accordance with regulations on fatigue management and the related chain of responsibility
<table>
<thead>
<tr>
<th></th>
<th>Establish and improve fatigue management policy and procedures</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>A fatigue risk management system implementation plan for the organisation is developed or reviewed and improved</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>The fatigue risk management policy and procedures for the organisation are developed or reviewed and improved in conjunction with relevant personnel</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>Feedback is obtained from key stakeholders both within and outside of the organisation on the implementation plan and the related policy and procedures</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>Appropriate adjustments are made to the plan, policy and procedures based on the feedback received</td>
<td></td>
</tr>
<tr>
<td>2.5</td>
<td>Managerial approval for the fatigue risk management system implementation plan and the related policy and procedures is obtained in accordance with organisational procedures</td>
<td></td>
</tr>
<tr>
<td>2.6</td>
<td>The fatigue risk management system implementation plan and the related policy and procedures are distributed and presented to relevant personnel in the organisation for implementation</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Act upon reports on the implementation of fatigue management policy</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Reports from designated personnel on the implementation of the organisation's fatigue risk management system implementation plan and the related policy and procedures are received and interpreted</td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td>Accidents and safety incidents are reviewed and/or investigated and analysed to identify the extent to which fatigue might have been a contributing factor</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>Information provided in the reports indicating that fatigue management policy and procedures are not being correctly implemented is analysed and an appropriate managerial response and related action is initiated</td>
<td></td>
</tr>
<tr>
<td>3.4</td>
<td>Opportunities for improvements to the organisation's fatigue risk management system implementation plan and its related policy and procedures are identified and appropriate action is taken to make the necessary adjustments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Act upon identified breaches of fatigue management regulations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Identified or reported breaches of fatigue management policy are investigated in accordance with organisational procedures and regulatory requirements</td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>Action is taken to ensure that internal and/or external personnel who may have contributed to any breach of fatigue management policy are provided with appropriate feedback and information to avoid any recurrence of the breakdown in planned fatigue management processes</td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>Where organisational procedures or culture is found to have contributed to a breach in fatigue management policy, appropriate action is taken to improve the procedures or address the culture in ways that aim to avoid any recurrence of the breakdown in planned fatigue management processes</td>
<td></td>
</tr>
</tbody>
</table>
4.4 A report on any breaches of fatigue management policy is prepared and submitted to designated personnel as per organisational procedures together with details of action taken to prevent a recurrence.

5 Ensure that operations systems are compliant with fatigue management regulations and policy

5.1 All operations systems and standard operating procedures are reviewed in terms of their compliance with the organisation's fatigue management regulations and policy.

5.2 Where necessary, changes are made to operations systems and standard operating procedures to ensure that they are compliant.

5.3 In accordance with the principles of 'chain of responsibility', appropriate discussions are held with relevant personnel in supplier or subcontractor companies in the organisation's supply chain to ensure their operation's systems and standard operating procedures are compliant with the fatigue management regulations and policy.

6 Plan and organise adequate resources and operational systems

6.1 Organisational budgets and resource allocation strategies are planned to provide adequate resources for the implementation of the organisation's fatigue risk management system.

6.2 Periodic reviews are undertaken of budgetary and resource allocation arrangements as they relate to the implementation of the organisation's fatigue risk management systems and appropriate improvements are made if required.

7 Facilitate the training and assessment of staff on fatigue management policy and procedures

7.1 Organisational training systems are planned to provide competency-based on the job and off the job training and assessment opportunities as detailed in the organisation's strategic plan.

7.2 Team leaders and supervisory and training staff are provided with adequate opportunities to develop the required expertise to contribute to the organisation's fatigue management training and assessment activities.

7.3 Periodic reviews are undertaken of fatigue management training systems and appropriate improvements are made if required.

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant legislation, regulations, permit and licence requirements related to fatigue management
- Relevant OH&S regulations as they relate to fatigue
• Components of a fatigue risk management system and policies and procedures related to fatigue management, and the control of factors that can contribute to fatigue and fatigue-related accidents

• Responsibilities of both an organisation and individual employees for the implementation of fatigue management regulations and policies, including requirements agreed with suppliers and sub-contractors in the supply chain of the organisation's services and products

• Procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for the reporting of the outcomes of audits

• Budgetary and resource requirements for the implementation of an organisation's fatigue risk management system

• Processes and resources for assessing employees' competence in fatigue management

• Systems for auditing of the effectiveness and efficacy of an organisation's fatigue risk management strategies, policies and procedures

• Strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor

• Options and resources for providing training and learning opportunities for employees on fatigue management and the implementation of an organisation's fatigue risk management system, including initial induction training, in-depth training on fatigue and fatigue management techniques, remedial training where existing competence is assessed as being insufficient, and refresher training on fatigue management

• Sources of information on fatigue

• The risks and hazards created by fatigue in the workplace

• How fatigue affects workplace performance

• How fatigue contributes to workplace accidents

• Ways of recognising fatigue

• Fatigue reduction and proofing strategies available to an organisation that can minimise the risk of errors and safety incidents due to fatigue such as assigning low risk tasks to periods when fatigue risk is higher

• Causes and effects of fatigue on employees

• Strategies and ways to manage fatigue

• Factors which increase fatigue-related errors and accidents

• Lifestyles which promote the effective long-term management of fatigue

**Required skills:**

• Communicate effectively with others when implementing the organisation's fatigue risk management system

• Read and interpret documentation on fatigue management legislation and the organisation's fatigue risk management system and apply them to management activities

• Recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system

• Work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system
- Plan and organise budgetary requirements and resource allocation for the implementation of an organisation's fatigue risk management system
- Organise audits and reviews of an organisation's fatigue risk management system
- Modify activities and take appropriate initiatives to manage the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments
- Adapt to any changes in legislation and regulations as they may relate to fatigue management
- Facilitate systems that assist employees to identify their own learning needs on matters related to fatigue management

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Workplace may include:**

- any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night

**Components of a fatigue risk management system include:**

- risk management policy documents
- risk management procedures
- risk management competence assessment processes
- risk management training and learning opportunities
- hazard control system

**The need for fatigue management in a range of industry situations including:**

- operations conducted at all times but particularly at night
- typical weather conditions
- while working and/or driving at a workplace, depot, base or warehouse
- while working and/or driving at a client's workplace or work site
- driving a motor vehicle on the open road
- driving a motor vehicle on a private road
- driving a train, locomotive or motive power unit
- operating a marine vessel in coastal or international waters
- operating an aircraft
- operating load shifting equipment
- operating safety critical industrial plant and equipment
Work-related factors that may contribute to fatigue include:

- work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
- organisational factors such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work

Worker/operator-related factors that may contribute to fatigue include:

- lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends
- working multiple jobs
- personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms

Responsibilities of organisation for fatigue risk management may include:

- providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems
- ensuring work schedules provide adequate opportunity for rest and recovery between shifts
- assessing work tasks for fatigue related risk and redesigning if necessary
- managing fatigued employees

Responsibilities of individual for fatigue risk management may include:

- following the organisation's fatigue management policy and procedures
- using time away from work appropriately to rest and recover
- checking and ensuring fitness for work
- reporting symptoms of fatigue

Fatigue management competency-based training may include:

- initial induction training (incorporating a basic fatigue management component)
- fatigue management awareness training
- in-depth training on fatigue and fatigue management techniques
- remedial training where existing competence is assessed as being insufficient
- refresher training on fatigue management
Depending on the organisation, operating procedures may include:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations
- fatigue risk management system documents
- workplace instructions and procedures on fatigue management
- reports of audits of fatigue risk management system
- error and safety incident reports
- relevant OH&S regulations and procedures
- relevant standards and certification requirements
- quality assurance procedures

Applicable legislation, regulations and codes may include:

- relevant regulations and codes of the Commonwealth Government and the state/territory regulatory authorities concerning fatigue management
- relevant state/territory road rules
- relevant rail industry safe working codes and regulations (where applicable)
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

• Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
TLIF6507B  Ensure compliance with Australian Dangerous Goods Code

Unit Descriptor
This unit involves the skills and knowledge required to ensure compliance with the current Australian Dangerous Goods Code (ADG code). It includes ensuring responsibilities for the handling and transport of dangerous goods are defined; managing performance and controlling risks; maintaining records; and evaluating effectiveness. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Ensure responsibilities for handling dangerous goods are defined
   1.1 Responsibilities and duties for the transport and handling of dangerous goods are clearly defined, and allocated and included in job descriptions and duty statements for all relevant positions
   1.2 Any relevant licensing requirements for employees are confirmed

2 Manage performance and control risks
   2.1 Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures
   2.2 Measures to control assessed risks and monitor conformance are developed and implemented, in accordance with relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace
   2.3 Non-conformance is investigated and procedures for rectification instituted
   2.4 Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice

3 Maintain records
   3.1 A dangerous goods records system is established in
accordance with relevant legislative framework

3.2 Accurate and legible records for operation within the workplace are completed in accordance with dangerous goods transport enterprise policies and legislative requirements

4 Evaluate effectiveness

4.1 Feedback about the effectiveness of the dangerous goods transport policies, procedures and programs is collected from the workgroup and provided to senior management

4.2 Improvements to dangerous goods transport procedures are proposed to senior management

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice, including detailed knowledge and understanding of the Australian Dangerous Goods Code, the conditions and the employees to whom it applies
- Relevant OH&S and environmental procedures and regulations particularly as they overlap with the current ADG Code
- Operational procedures for safe transfer and storage of dangerous goods and hazardous materials
- Requirements for completing relevant documentation in line with requirements of the current ADG Code
- Code of practice for working collaboratively with others
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:

- Communicate effectively with others when completing work activities, particularly in order to ensure their understanding of the current ADG Code and their responsibilities in relation to it
- Read and interpret the current ADG Code, related documents and procedures, and information materials provided as guidance notes
- Complete documentation related to work activities
- Work collaboratively with others to ensure compliance and safety
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events, particularly to deal with any potential breaches of the current ADG Code
- Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities and engage others in the process
- Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor work activities of team members in terms of planned schedule
• Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Licensing requirements may include:
• specific licences to deal with named dangerous goods
• specific licences or permits required by states, territories or regions to transport dangerous goods into or through their jurisdiction

Documentation and records may include:
• regulations and codes of practice relevant to the current ADG code, including safeworking and local authority regulations and procedures
• relevant OH&S and environmental protection regulations
• workplace policies and procedures related to the current ADG code
• quality assurance procedures
• emergency procedures
• operations manuals, job specifications and induction documentation
• technical instructions
• dangerous goods declarations and material safety data sheets, where applicable
• goods manifest
• relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, specifically the ADG Code
• relevant state/territory OH&S and environmental protection legislation
• workplace relations regulations
• equal opportunity legislation
• equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to**
• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of:

- complying with the applicable regulations and the current ADG Code
- complying with the relevant and current documentation for compliance of the current ADG Code
- demonstrating an understanding of the hierarchy of control
- demonstrating the using of effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIF6607A Implement and supervise transport regulations compliance systems**

**Unit Descriptor**

This unit involves the skills and knowledge required to implement and supervise transport regulations compliance systems. It includes identifying and interpreting relevant regulations; carrying out operations in a compliant manner; and reviewing operations in line with transport regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

**Competency Field**

F – Safety Management

**ELEMENT**

**PERFORMANCE CRITERIA**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Identify and interpret relevant regulations**

1.1 Types of goods to be transported are correctly identified in accordance with workplace procedures and regulatory requirements

1.2 Sources of relevant state/territories transport regulations are identified

1.3 Information is accessed regarding state/territories transport regulations

1.4 Information is accurately interpreted

1.5 Responsibilities and duties according to state/territories regulations of the transport of goods are clearly identified

2 **Carry out operations complying to transport regulations**

2.1 Procedures for the transportation of goods are carried out in accordance with requirements for the type of goods

2.2 Activities are carried out according to industry regulations/guidelines, and OH&S, environmental and enterprise legislation, policies/procedures

2.3 Accurate and legible records for operation within the workplace are completed in accordance with transport regulations and enterprise policies and legislative requirements

2.4 Compliance with transport regulations and codes of practice are assessed to ensure legal requirements are maintained as a
minimum and exceeded where possible

3 Review operations according to transport regulations

3.1 Improvements to transport procedures are identified
3.2 Improvements to the effectiveness of the transport regulations, policies, procedures and programs are suggested
3.3 Compliance with transport regulations is assessed and modifications made if required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of transport regulations as they apply to the enterprise, including state or territory and national regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Typical defects that can occur and related action that should be taken
- Procedures for identifying equipment defects and assessing for appropriate action
- Steps involved in planning the work activities
- Procedures to be followed in the event of an emergency
- Procedures for managing and controlling hazardous situations when carrying out work activities

Required skills:
- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities, including the relevant parts of transport regulations, or related implementation materials
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events, particularly any breaches, or threatened breaches of the relevant transport regulations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor work activities in terms of planned schedule
• Operate equipment in accordance with standard operating procedures
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use required personal protective clothing and equipment conforming to industry and OH&S standards
• Monitor performance of equipment in terms of its potential effect on compliance

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Goods may include:
• livestock
• perishables
• dangerous goods
• liquid
• solids
• non-perishable materials

Depending on the organisation concerned, workplace procedures may be called:
• standard operating procedures (SOPs)
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Communication in the work area may include:
• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• RF systems
• oral, aural or signed communications

Consultative processes may involve:
• other employees and supervisors
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
Documentation and records may include:

- transport regulations as they apply to the enterprise, including local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to transport regulations
- quality assurance procedures
- emergency procedures
- electrified territory regulations
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- relevant transport regulations for the enterprise, including Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or
equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

  • Assessment of this unit must be undertaken by a
    registered training organisation
  • As a minimum, assessment of knowledge must be
    conducted through appropriate written/oral tests
  • Practical assessment must occur:
    o through appropriately simulated activities at
      the registered training organisation, and/or
    o in an appropriate range of situations in the
      workplace
## TLIF6707A Implement safety stock systems

### Unit Descriptor
This unit involves the skills and knowledge required to implement safety stock systems. It includes planning and preparing safety stock levels; maintaining safety stock levels; and reviewing the safety stock system. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry but has particular application in a storage facility such as a warehouse.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

### Competency Field
F – Safety Management

### ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

#### 1 Plan and prepare safety stock levels
1.1 Determined optimum safety stock levels are maintained to ensure constant productivity
1.2 Purchase, receipt, storage and issue of stock is undertaken when required
1.3 Safety stock is valued using the nominated valuation method, if required
1.4 Safety stock rotation procedures are implemented

#### 2 Maintain safety stock levels
2.1 Records are checked against stock and continuously adjusted and updated when required
2.2 Safety stock levels are maintained according to organisation policy and procedures and safety stock plan
2.3 Records are stored for future access
2.4 Safety stock levels are reconciled with paperwork and any discrepancies are rectified or reported to nominated person/section within designated timelines

#### 3 Review safety stock system
3.1 Safety stock records are reviewed for discrepancies regarding target outcomes
3.2 Improvements of safety stock system reviewed with all variables affecting discrepancies identified
3.3 Required improvements are reported according to organisation's policy and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Definitions of commonly used terminology such as lead time, lead time demand, forecast, demand history, order cycle
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation including commonly used methods to estimate required safety stock levels
- Code of practice for working collaboratively with others
- Typical problems that can occur and related action that should be taken
- Procedures for identifying any problems with the safety stock system in use
- Principles, purpose and location of controls, monitoring devices, and systems
- Steps involved in planning the work activities

Required skills:
- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Rectifying discrepancies may include:
- updating records to show correct amount
- adjusting financial accounting records
- adjusting stock records
- informing supervisor or appropriate person
Stock discrepancies may include:

- theft or pilferage
- breakage or other damage
- deterioration of the product
- error in recording
- failure to check incoming stock against delivery docket
- obsolescence resulting in stock having to be discarded

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- suppliers of storage equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- relevant regulations and codes of practice, including ADG code and safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related safety stock systems
- quality assurance procedures
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- technical instructions
- dangerous goods declarations and material safety data sheets, where applicable
- stock records
- relevant Australian Standards and certification requirements
Applicable legislation and regulations may include:
- Australian and international regulations and codes of practice for the storage and or transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF6808A  Work at height in the stevedoring industry

Unit Descriptor
This unit covers the skills and knowledge required to work at height in the stevedoring industry under the relevant regulatory requirements, including using site safe work instructions and procedures for working at height. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work at height in a stevedoring environment involves the application of workplace safe work instructions and procedures and regulatory requirements as part of work activities. It also includes an understanding of the risk management procedures for working at height.

Working at height tasks are performed by a minimum two-person team under some supervision.

Competency Field
F – Safety Management

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Apply working at height regulations and procedures

1.1 Standards and regulations relevant to working at height are interpreted and applied

1.2 Relevant safe work instructions, procedures and risk assessment policies and procedures are interpreted and applied

2 Select and inspect equipment for working at height

2.1 Appropriate 'working at height equipment' required when working at height in the stevedoring industry is identified and selected as per regulatory requirements and standard operating procedures

2.2 'Working at height equipment' is inspected as per regulatory requirements and standard operating procedures

3 Use 'working at height equipment' in the stevedoring industry

3.1 Safety requirements when working at height in the stevedoring industry are interpreted and implemented, and required action is taken to ensure a safe work area as per regulatory requirements and standard operating procedures

3.2 Correct manual handling techniques are interpreted and used when working at height

3.3 Appropriate action is taken to ensure compliance with site safe work instructions and standard operating procedures for working at height

3.4 'Working at height equipment' is used as per regulatory requirements and standard operating procedures
3.5 'Working at height equipment' is used from a workcage as per regulatory requirements and standard operating procedures
3.6 Anchorage points are identified and used as per regulatory requirements and standard operating procedures
3.7 Working at height emergency procedures are interpreted and implemented when required
3.8 Working at height rescue kit is inspected and appropriate action is taken to rectify or replace defective components
3.9 Working at height rescue kit is used as per regulatory requirements and standard operating procedures
3.10 Working at height procedures are followed during a rescue operation

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian Standards, codes and regulations relevant to 'working at height'
• Relevant sections of Marine Orders Part 32 - Cargo Handling Equipment (as promulgated by AMSA)
• Relevant OH&S procedures and guidelines
• Working at height safe work instructions and procedures
• Risk assessment policies and procedures
• Working at height equipment checklist
• Working at height rescue procedures
• Procedures for using portable ladders when working at height
• Risks and hazards of working at height and related precautions to control these risks and hazards
• Manual handling methods for working at height

Required skills:
• Communicate effectively with others when working at height
• Read and interpret information relevant to working at height including instructions for safe work at height, workplace procedures, and applicable standards and codes of practice
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to working at height
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when working at height
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when working at height in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when working at height
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when working at height
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify, select and use relevant 'working at height equipment'
• Inspect 'working at height equipment'
• Use ancillary 'working at height equipment'
• Work from a workcage when working at height
• Employ correct manual handling techniques
• Assist in the conduct of a Vessel Exception Risk Assessment (VERA) and ensure vessel inspection checklist has been completed prior to commencing work on a vessel
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operational context may include:

- by day or night
- in a range of work environments
- in ships' holds
- on top of containers
- in limited or restricted spaces
- in all weather conditions
- in a workbox or workcage
'Working at height equipment' may include:
- full body harness
- self retracting lanyard
- fall arrestor
- vertical safety line
- horizontal safety line
- double lanyards
- corner anchor posts
- beam clamps
- rescue equipment (gotcha kit)
- karabiner
- scaffold hook
- portable ladder
- foot step
- workcage

Hazards in the work area may include but are not limited to:
- dangerous or hazardous substances
- movements of equipment, and/or cargo
- inadequate lighting
- vessel movement

Use of 'working at height equipment' may include:
- correctly fitting a full body harness
- correctly wearing a full body harness
- selecting a suitable anchorage point
- setting up and using vertical and horizontal static lines
- setting up and using container anchor posts
- setting up and using beam clamps

Communication in the work area may include:
- radio
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
- full arrest safety harness

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- OH&S regulations
- relevant sections of Marine Orders Part 32 - Cargo Handling Equipment (as promulgated by AMSA)
- workplace OH&S procedures and policies
- policies and procedures for working at height
- manufacturers instructions concerning the use and servicing of equipment
- emergency procedures
- goods identification numbers and codes
- relevant legislation, regulations and related documentation

Applicable regulations and legislation may include:

- relevant sections of Marine Orders Part 32 - Cargo Handling Equipment (as promulgated by AMSA)
- relevant state/territory OH&S legislation and safety codes, including manual handling and working at height requirements
- dangerous goods regulations
- relevant sections of AS/NZS Standard 1891 parts 1 to 4
- OH&S Prevention of Falls Regulation 2003
- OH&S manual handling guidelines
- relevant state/territory equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - complying with applicable legislative and procedural requirements while working at height
  - identifying risk factors which might impact on working at height and implementing appropriate response measures
  - selecting and using appropriate equipment to enable safe and efficient work

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

• Assessment of this unit must be undertaken by a registered training organisation

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIF6909A  Monitor and respond to traffic flow

Unit Descriptor
This unit involves the skills and knowledge required to monitor and respond to traffic flow when operating in a road tunnel control room. It includes monitoring and maintaining traffic flow in a tunnel, and implementing changes to traffic flow as required. Legislative, regulatory or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit involves the application of workplace safe work instructions and procedures and regulatory requirements as part of work activities. It also includes an understanding of the risk management procedures for monitoring and responding to traffic flow.

Tasks are performed individually within a controlled environment. The role may at times be required to work within a team environment.

Competency Field
F – Safety Management

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elements describe the essential outcomes of a unit of competency.</strong></td>
<td><strong>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</strong></td>
</tr>
<tr>
<td><strong>1 Monitor traffic flow in a tunnel</strong></td>
<td>1.1 Traffic flow is monitored in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Multi-monitor displays are operated and coordinated in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Closed-circuit television (CCTV) is operated in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.4 Traffic management systems are operated in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>1.5 Visual recognition of abnormal traffic flow is acted upon</td>
</tr>
<tr>
<td></td>
<td>1.6 Written reports of events relating to tunnel operations are completed</td>
</tr>
<tr>
<td><strong>2 Maintain traffic flow in a tunnel</strong></td>
<td>2.1 Traffic flow within a road tunnel is maintained in accordance with workplace procedures and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Variable message boards and systems are operated in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Recovery/maintenance services to clear traffic lanes are deployed in accordance with workplace procedures</td>
</tr>
<tr>
<td><strong>3 Implement changes to</strong></td>
<td>3.1 Operations are controlled to meet changes in traffic flow in accordance with workplace procedures</td>
</tr>
</tbody>
</table>
traffic flow as required  3.2 Appropriate authorities are liaised with in accordance with workplace procedures and regulatory requirements
3.3 Traffic management systems are operated to maintain safety during maintenance and/or incident

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Road law applicable to state or territory
• Relevant environmental protection regulations
• Relevant OH&S procedures and guidelines
• Workplace procedures and guidelines for monitoring and responding to traffic flow when operating a road tunnel control room
• Relevant electronic communication equipment used in a road tunnel control room and related operational procedures, including multi-monitor displays, CCTV, message boards and traffic management systems
• Risk assessment policies and procedures

Required skills:
• Communicate effectively with others when monitoring and responding to traffic flow within a road tunnel control room
• Read and interpret information relevant to monitoring and responding to traffic flow within a road tunnel control room including instructions for traffic flow, workplace procedures, and applicable standards and codes of practice
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to monitoring and responding to traffic flow within a road tunnel control room
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when responding to and monitoring traffic flow within a road tunnel control room
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when monitoring and responding to traffic flow with a road tunnel in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for anticipated and unanticipated situations that may occur when monitoring and responding to traffic flow with a road tunnel
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operational context may include:
• by day or night
• in a range of work environments

Customers may be:
• internal or external
• motorists
• clients
• energy services
• emergency services

Workplaces may comprise:
• large, medium or small worksites
• high intensity worksites
• indoors
• outdoors within a tunnel

Personnel in the work area may include:
• workplace personnel
• site visitors
• contractors
• official representatives
• emergency workers

Environment may include:
• tunnel
• freeway/tolling roads
• confined space
• complex interchanges

Equipment/vehicles may include:
• motor vehicles, trucks and motorcycles
• computers
• keyboards
• communication equipment
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Applicable regulations and legislation may include:
- relevant state/territory OH&S road law and safety codes
- dangerous goods regulations
- relevant state/territory equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  o maintaining traffic flow in a road tunnel
  o operating equipment required to complete the job role
  o operating the traffic management system
  o identifying changes to traffic flow, including abnormal traffic flow

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or
equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF7009A Operate fire and life safety system within a road tunnel

Unit Descriptor
This unit involves the skills and knowledge required to operate fire and life safety systems within a road tunnel control room. It includes operating and maintaining fire and life safety systems, and activating system procedures. Legislative, regulatory or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit involves the application of workplace safe work instructions and procedures and regulatory requirements as part of work activities. It also includes an understanding of the risk management procedures for operating fire and life safety systems as part of a road tunnel.

Tasks are performed individually within a control environment. The role may at times be required to work within a team environment.

Competency Field
F – Safety Management

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Operate fire and life safety systems
1.1 Fire and life safety systems are operated on control panels in accordance with workplace procedures
1.2 Electrical distribution systems are identified and operated in accordance with workplace procedures
1.3 Pumps and drainage systems are identified and operated in accordance with workplace procedures
1.4 Relevant information is processed to establish priorities and responses for dealing with issues or incidents
1.5 Traffic management (closed tunnel) is coordinated to ensure safety of all traffic

2 Maintain fire and life safety systems
2.1 Fire and life safety systems are maintained according to workplace procedures
2.2 Actions undertaken are clearly documented and filed

3 Activate fire and life safety system procedures
3.1 Ventilation and/or deluge systems are operated in accordance with workplace procedures
3.2 Lighting levels are maintained according to workplace procedures
3.3 Liaison is initiated and maintained with
organisations/individuals affected by changed operational activities

3.4 Evacuation of tunnel is conducted in accordance with workplace procedures

3.5 Systems are monitored and reactivated in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant Australian standards, codes and regulations
• Relevant OH&S procedures and guidelines
• Workplace procedures and guidelines for operation of fire and life safety systems within a road tunnel
• Purpose and operations of fire and safety systems used in a road tunnel, including electrical distribution system, pumps and drainage system, ventilation system
• Emergency procedures
• Emergency services liaison
• Emergency vehicle access to tunnel
• Site layout including familiarisation

Required skills:

• Communicate effectively and calmly with others when operating within a road tunnel control room environment
• Read and interpret instructions, procedures and information relevant to the operation of fire and life safety systems within a road tunnel
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of fire and life safety systems within a road tunnel
• Operate electronic communication equipment to required protocol
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when operating fire and life safety systems within a road tunnel in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when operating fire and life safety systems within a road tunnel
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
• Accurately brief emergency services of tunnel layout, and available equipment and its use

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operation of fire and life safety systems within a road tunnel may be conducted:**
- by day or night
- in a range of work environments
- on top of containers
- in limited or restricted spaces
- in all weather conditions

**Customers may be:**
- internal or external

**Environment may include:**
- control room
- tunnel
- vehicle tunnel
- ventilation chambers
- roadway

**Equipment/vehicles may include:**
- motor vehicles
- trucks
- motorcycles
- livestock
- hazardous/dangerous goods

**Personnel in the work area may include:**
- workplace personnel
- tunnel users
- pedestrians
- site visitors
- contractors
- official representatives
- emergency services
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
- full arrest safety harness
- hearing protection

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation and safety codes
- dangerous goods regulations
- OH&S manual handling guidelines
- relevant state/territory equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workplace relations regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - activating the fire and life safety system as it applies to the workplace and within the job role
  - evacuating a tunnel
  - understanding ventilation and deluge system as it applies to the workplace and the job role
  - understanding electrical distribution system as it applies to the workplace and job role
  - knowledge of fire and life safety system as it applies in the workplace
  - identifying the maintenance requirements of fire and life safety systems according to workplace procedures
  - identifying tunnel layout
  - identifying all relevant liaisons that apply
when required to activate the fire and life safety systems of a tunnel

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
## TLIF707C Implement and coordinate accident-emergency procedures

### Unit Descriptor
This unit involves the skills and knowledge required to implement and coordinate accident-emergency procedures, including responding to the incident, conducting on-site activities, and completing follow-up actions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident.

Work is performed under some supervision generally within a team environment. It involves the application of the basic emergency response principles to the implementation of accident-emergency procedures including the provision of assistance ranging from simple injuries to the application of life support systems.

### Competency Field
F – Safety Management

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Respond to the incident            | 1.1 Details of incidents, accidents and emergencies are received, analysed and confirmed  
                                        | 1.2 Immediate coordination requirements are identified and actioned in accordance with organisation procedures  
                                        | 1.3 Travel to the incident site is by the shortest, fastest, legal means and routes                                                                                                                                    |
| 2 Coordinate on-site activities      | 2.1 Control of site activities is assumed on arrival and the operator and other authorities present are informed of this action  
                                        | 2.2 Assistance is provided to clients and operators within the limitations of duty of care and organisation requirements  
                                        | 2.3 Details of personnel, including names and nature of injuries, are notified to relevant personnel, following enterprise procedures  
                                        | 2.4 Assistance is provided to relevant authorities within legal and policy limitations                                                                                                                                   |
| 3 Complete follow-up actions         | 3.1 Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organisation procedures                                                                 |
3.2 Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures.

3.3 Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons.

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant OH&S and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies.
• Risks and hazards in the workplace and related precautions to control the risk.
• Workplace procedures and policies for responding to accident/emergency situations.
• Types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case.
• Types of emergency equipment in the workplace and instructions for its use.
• Site layout and obstacles.
• Means to control and organise the accident scene, provide practical assistance and cooperate with others at the scene.
• Focus of operation of work systems, equipment, management and site operating systems.

Required skills:
• Communicate effectively with others when implementing and coordinating accident and emergency procedures.
• Read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of accident and emergency procedures.
• Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels.
• Interpret and follow operational instructions and prioritise work.
• Complete documentation related to the implementation and coordination of accident and emergency procedures.
• Operate electronic communication equipment to required protocol.
• Work collaboratively with others when implementing and coordinating accident and emergency procedures.
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others.
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and coordinating accident and emergency procedures in accordance with regulatory requirements and workplace procedures.
• Implement contingency plans for unplanned events that may occur when implementing and coordinating accident and emergency procedures.
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and use emergency equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Action to be taken in the event of an accident-emergency may include:
• identifying and following established emergency procedures
• assessing the nature and extent of the emergency
• rendering assistance and first aid
• isolating and coordinating safety of the scene
• alerting relevant organisational personnel and emergency services
• recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements

Emergency equipment may include:
• first aid kit
• fire extinguishers
• fire hose
• fire blanket
• resuscitation equipment
Hazards in the work area may include:

- exposure to chemicals
- exposure to dangerous or hazardous substances
- movements of equipment, goods and materials
- accidents involving chemicals, toxic substances and other harmful substances
- accidents involving equipment and vehicles
- explosion and/or fire
- personal accidents including lifting injuries
- waste management and disposal
- violent incidents such as armed robberies

Consultative processes may include:

- workplace personnel and management
- designated workplace emergency officers
- emergency services personnel including ambulance, police, fire services, etc.
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- site visitors
- contractors
- official representatives

Communication in the work area may include:

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- breathing apparatus

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace emergency/fire/accident procedures
- workplace procedures for the use of emergency equipment and personal protection equipment
- first aid instructions and procedures
- manufacturers instructions concerning the use and servicing of equipment
- manifests, bar codes, goods and container identification numbers and codes
- material safety data sheets
- codes of practice including the Dangerous Goods Code
- IMDG code markings, HAZCHEM codes and where applicable emergency information panels
- relevant legislation, regulations and related documentation related to emergency response situations
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- supplier and/or client advice on the hazards involved with goods or cargo

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- emergency procedures regulations
- dangerous goods and hazardous goods regulations
- relevant Australian standards and certification including Australian Standard AS 2865 - Safe Working in a Confined Space Code
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIF7209A  Comply with safety and security procedures

Unit Descriptor
This unit involves the skills and knowledge required to follow and apply occupational health and safety (OH&S) procedures when carrying out taxi work activities. It includes identifying and following workplace procedures for safety/security and accident/emergency situations; and identifying, minimising and managing fatigue. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant OH&S regulations and procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of the established OH&S and hazard minimisation principles and procedures to the conduct of workplace activities.

This unit involves the development of basic skills and knowledge to work safely in the taxi industry.

Competency Field
F – Safety Management

ELEMENT

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

PERFORMANCE CRITERIA

1 Follow procedures for safety and security

1.1 Procedures for OH&S and security are identified and followed

1.2 Safe work practices are identified and followed

1.3 Breaches of safety and security are identified and appropriate action is taken to minimise or eliminate risk to self, others, vehicle and vehicle equipment

1.4 The features and functions of the taxi security system are identified

2 Follow procedures for accident/emergency situations

2.1 Emergency and potential emergency situations are recognised promptly and required actions are determined and/or taken within the scope of individual responsibility

2.2 Procedures for dealing with accidents, fire and emergencies are identified and followed

2.3 Assistance from taxi network and/or other authorities is sought where appropriate

2.4 Details of emergency situations are reported in accordance with workplace, industry and regulatory policies and procedures

2.5 Support services are identified following an incident or
accident

3 Deal with threats of physical violence

3.1 Security equipment is operated within legal and workplace parameters (if required by state/territory regulators)
3.2 Potential circumstances for difficult customer or other road user behaviour are accurately assessed and conflict resolution strategies used
3.3 Procedures are followed to minimise escalation of conflict, manage the situation and ensure personal safety
3.4 Assistance is sought from others including external support staff where necessary
3.5 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures
3.6 Any follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines

4 Identify and implement strategies to minimise and manage fatigue

4.1 Potential causes of fatigue and its effects on driver and family are identified
4.2 Personal warning signs of fatigue are recognised and steps are identified to manage fatigue

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes of practice and legislative requirements
- Relevant OH&S procedures and guidelines
- Procedures and protocols for safety and security procedures
- Sources of information and documentation needed when complying with safety and security procedures
- Typical problems that can occur when complying with safety and security procedures and related appropriate action that can be taken to prevent or solve them
- Safe work practices relevant to individual work roles
- Location and use of safety alarms, emergency shutoff systems, and emergency communication systems
- Potentially difficult situations, such as poorly lit pick-up areas, fare evasion, intoxication, over crowding
- Cultural sensitivities that lead to angry responses
- Culturally appropriate responses to potential problem situations
- Emergency response procedures
- Appropriate reporting procedures including emergency, fire and accident procedures
- Codes and systems for breaches of security
- Manual lifting and manual assisted lifting
• The risks and hazards created by fatigue
• How fatigue affects workplace performance
• How fatigue contributes to workplace accidents
• Ways of recognising fatigue
• Ways of managing fatigue
• Causes and effects of fatigue on drivers
• Lifestyles which promote the effective long-term management of fatigue

**Required skills:**

• Communicate effectively with others when following safety and security procedures
• Read and comprehend simple statements in English
• Work collaboratively with others when driving a taxicab
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to safety and security in the workplace
• Operate electronic communication equipment to required protocol
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following safety and security procedures in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when following safety and security procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Procedures may cover:
- operation of security cameras and other on-board security devices
- safe posture for sitting, standing and bending
- manual handling including lifting, transferring
- safe handling of vehicle fuels including petrol and LPG
- emergencies, fires and accidents
- security of cash, documents and equipment
- duress alarm and mobile phone
- OH&S regulations
- GPS operations
- emergency procedures
- industry standard publications
- incident reporting forms
- documentation relating to rest time and other contributing factors to fatigue

Applicable regulations and legislation may include:
- relevant national/state/territory legislation, standards, codes of practice including manual handling, noise, smoking, fatigue management
- relevant national/state/territory OH&S legislation, workplace instructions, industry and regulatory procedures on safety, security, accidents and emergencies and fatigue management
- industry information from the regulator/industry associations

Communication method may include:
- phone
- radio
- on-board communication system

Emergency situations may include:
- road accidents
- passenger illness
- arguments and verbal abuse
- drunken behaviour
- vehicle fuels e.g. petrol and LPG
- road rage
- manual handling
- extremes of weather conditions
- deployment of vehicle SRS air bags if not wearing a seatbelt
Threats of physical violence may include:

- verbal threats
- menacing physical behaviour
- threats with a weapon
- intimidation by a group of people
- road rage from the drivers of other vehicles
- threats from pedestrians
- fare evasion leading to confrontation
- needles and syringes/body fluids

Security equipment may include:

- computer dispatch
- vehicle mounted radio
- duress alarm (if required by state/territory regulators)
- security camera (if required by state/territory regulators)
- driver security shields (if required by state/territory regulators)

The methods used to minimise escalation of incidents may include:

- using colloquial or culturally appropriate language and actions
- negotiation
- explaining the operation of the safety equipment on board the taxicab
- seeking assistance from external support services

External support staff may include:

- other taxicab drivers
- police
- fire brigade personnel
- ambulance personnel

Levels of fatigue can be affected by:

- night driving
- frequency and duration of breaks
- work duration
- type of work
- lifestyle factors
- alcohol and drug abuse
- quantity and timing of food and drinks
- sleep patterns
- opportunities for relaxation with family and friends
- personal biological factors
- state of mental and/or physical health
- circadian rhythms
- diet
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - locating and interpreting workplace information
  - following established procedures for occupational health and safety, security, hazard identification and risk controls
  - applying information about accident-emergency policies and procedures and duty of care responsibilities
  - demonstrating safe work practices
  - monitoring passenger and road user behaviour
  - recognising and adapting to cultural differences including modes of behaviour and communication
  - identifying difficult customer or road user situations and applying conflict resolution or avoidance behaviour
  - using effective communication skills
  - diffusing threats of physical violence
  - selecting and using self protective behaviour
  - seeking assistance, as required, from external emergency support services
  - following correct fatigue management precautions and procedures
  - completing OH&S and accident-emergency records/reports as required
  - demonstrating the correct use of a duress alarm (if required by state/territory regulators)
  - demonstrating how to conduct a security camera check to ensure it is operational (if required by state/territory regulators)
  - completing security camera download request (if required by state/territory regulators)

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- Assessment of duress alarm and security cameras is to be conducted on actual equipment used in the taxi industry
**TLIF907C**

**Conduct cleaning operations in enclosed spaces**

**Unit Descriptor**
This unit involves the skills and knowledge required to conduct cleaning operations in enclosed spaces, including identifying cleaning risks, planning cleaning operations, and cleaning the required enclosed space in accordance with operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with regulations and procedures for conducting cleaning operations in enclosed spaces.

Work is performed under some supervision generally within a team environment. It involves the application of established safety procedures and regulatory requirements to the conduct of cleaning operations in enclosed spaces.

**Competency Field**
F – Safety Management

---

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Identify risks and plan operation**
   - 1.1 Requirements for the cleaning operation are assessed
   - 1.2 Potential risks or hazards to self, the environment or others are identified
   - 1.3 Relevant information including workplace procedures and safety codes are identified and read
   - 1.4 Cleaning and personal protective equipment and consumables are identified
   - 1.5 Requirements are assembled in accordance with national standards, safety codes and workplace procedures
   - 1.6 Work is planned identifying critical parameters of the work

2. **Clean required enclosed space**
   - 2.1 Unauthorised persons are removed from the work area
   - 2.2 Engineering and personal safety equipment is used
   - 2.3 Unwanted labels are removed
   - 2.4 Cleaning products, where used, are mixed in accordance with manufacturers and workplace instructions
   - 2.5 Containers are swept out and washed so that mud, grime and any residue from products stored in the containers are removed
   - 2.6 Security of chemicals and equipment is maintained
   - 2.7 Run-off is contained and wastes are disposed of in accordance with local laws and workplace procedures
2.8 Relevant documentation is completed
2.9 Equipment used for the process is checked and stored
2.10 Worksite is checked and returned to operational status

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant OH&S regulations, codes and guidelines concerning cleaning operations in enclosed spaces including Australian Standard AS 2865 - Safe Working in a Confined Space Code
- Workplace procedures and policies for carrying out cleaning operations in enclosed spaces
- Risks when carrying out cleaning operations in enclosed spaces and related precautions to control the risk
- Procedures for carrying out tests for contaminant gases in enclosed spaces prior to performing cleaning operations
- Site layout and obstacles
- Application of relevant industrial regulations and requirements
- Maintenance procedures for cleaning equipment

Required skills:
- Communicate effectively with others when conducting cleaning procedures in enclosed spaces
- Read and interpret instructions, procedures, information and signs relevant to cleaning procedures in enclosed spaces
- Identify container and goods coding, ADG and IMDG markings and where applicable emergency information panels
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to cleaning procedures in enclosed spaces
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting cleaning procedures in enclosed spaces
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting cleaning procedures in enclosed spaces in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may arise when conducting cleaning procedures in enclosed spaces
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during cleaning procedures in enclosed spaces
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, cleaning materials, processes and procedures for carrying out cleaning operations in enclosed spaces
• Identify, select and use emergency equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Follow routine servicing procedures for cleaning tools and equipment
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The housekeeping tasks may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Work may be conducted:
• in confined restricted enclosed spaces

Focus of cleaning operations may include:
• containers
• tanks
• other enclosed spaces

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• toxic gas
• movements of equipment, goods and materials

Critical parameters for cleaning operations in enclosed spaces include:
• workplace personnel
• sequence of operations
• precautions for self, others and work area
• relevant workplace procedures to be followed
• emergency precautions, tests and procedures
• evacuation and rescue procedures

Personnel in the work area may include:
• other workplace personnel and managers
• site visitors
• contractors
• official representatives including OH&S specialists
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
- breathing apparatus

Information documents may include:

- workplace procedures and policies for cleaning operations including those in confined spaces
- OH&S and environmental protection regulations
- relevant codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements, specifically Australian Standard AS 2865 – Safe Working in a Confined Space
- quality assurance procedures
Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation and regulations pertaining to cleaning operations and working in confined spaces
- relevant state/territory environmental protection legislation
- relevant Australian standards and certification including Australian Standard AS 2865 – Safe Working in a Confined Space Code
- workplace relations regulations
- dangerous and hazardous goods regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
**TLIG107C Work effectively with others**

**Unit Descriptor**
This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work is carried out in accordance with workplace procedures and relevant regulatory requirements.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks.

**Competency Field**
G – Teamwork

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
| 1 Contribute to determination of appropriate work roles | 1.1 Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures  
1.2 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 | 2.1 Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures |
| 3 Work with others | 3.1 Forms of communication appropriate to the activity are used  
3.2 Assistance in the completion of the activities is requested where appropriate  
3.3 Contributions to the achievement of a required outcome are made  
3.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate  
3.5 Problems are discussed and resolved where possible through agreed and accepted processes  
3.6 Suggestions for improvements to processes are made and |
discussed within the team

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant workplace standards and procedures and duty of care requirements
• Relevant OH&S and environmental protection procedures and responsibilities
• Workplace structures and the roles and responsibilities of team/group members
• Basic principles of teamwork
• Typical misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them
• Focus of operation of work systems, equipment or management, site and organisational operating procedures

Required skills:
• Communicate effectively with others when completing work activities
• Read and interpret instructions, procedures, information and signs relevant to working with others as a team
• Interpret and follow operational instructions and prioritise work within the team
• Operate electronic communication equipment to required protocol when communicating with others in the workplace
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when working with others in a work environment
• Monitor team activities in terms of planned schedule
• Modify team activities depending on differing operational contingencies, risk situations and environments
• Adapt to any differences in language and culture in accordance with standard operating procedures
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work:
- involves basic routine work operations carried out in collaboration with others
- may occur by day or night
- may be in a variety of work contexts

Customers may be:
- internal or external

Enterprises may comprise:
- large, medium or small worksites

Work colleagues may include:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English
- persons from a range of cultural backgrounds

Personnel in work area may include:
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
Information/documentation may include:

- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIG207C  Lead a work team or group

Unit Descriptor
This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is carried out in accordance with workplace procedures and relevant regulations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures to the provision of leadership within a work team or group.

Competency Field
G – Teamwork

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Participate in team/group planning

1.1 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 requirements

1.2 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 requirements

1.3 Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturers procedures

2 Manage and develop team/group performance

2.1 Task activities are assigned to team/group members based on their areas of competence and expertise and their availability

2.2 Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies

2.3 Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures

3 Participate in and

3.1 Work activity is organised and carried out with other involved
facilitate the work team/group

Team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks

3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility

4 Document and review work team/group tasks

4.1 All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturers and enterprise requirements

4.2 The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for leading work teams
- Techniques to encourage appropriate participation of team/group members
- Coaching and mentoring approaches
- Workplace policies and plans including procedures for training and development
- Principles, duty of care and obligations within the chains of responsibility in the transport industry
- Strategies to implement continuous improvement processes
- Typical problems that can occur when leading a work team and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when leading a work team
- Read and interpret instructions, procedures and information relevant to team leadership and team activities
- Negotiate and work effectively with team members
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to team leadership and team activities
- Operate electronic communication equipment to required protocol
- Provide leadership and encouragement to team members
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when leading a work team in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when leading a work team
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during team activities
• Plan team activities, including predicting consequences and identifying improvements
• Monitor team activities in terms of planned schedule
• Modify team activities depending on differing operational contingencies, risk situations and environments
• Ensure application of fatigue management knowledge and techniques
• Operate and adapt to any differences in language and culture amongst team members
• Identify and recommend improvements to services, resource allocation and use
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work involves: • completion of workplace activities as a leader of a work team

Work may occur: • by day or night
• in a variety of work contexts

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Team members may include: • English-speaking persons
• multilingual staff
• persons with limited ability to communicate in English
• persons from a range of cultural backgrounds
• permanent, part-time and/or casual staff

Consultative processes may include: • other members of the team
• supervisors/team leaders
• workplace personnel
• visitors
• contractors
• official representatives
• union representatives
• industrial relations and OH&S specialists
• other professional or technical staff
• managers
Communication may involve the basic use of a range of communication technology including:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIG507C Organise transport workload

Unit Descriptor
This unit involves the skills and knowledge required to organise transport workload, including organising and accepting responsibility for own workload, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under generally indirect supervision. It involves the application of the basic principles and routine procedures to organise own transport workload as part of courier/delivery operations.

Competency Field
G – Teamwork

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Organise and accept responsibility for own workload

1.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded

1.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected

1.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions

1.4 Variations and difficulties affecting work requirements are identified through regular reviews, and action is taken to report these issues to supervisory staff

1.5 Additional support to improve work is communicated clearly to appropriate personnel

2 Participate in identifying and meeting own learning needs

2.1 Operations of the workplace, workplace equipment and focus of endeavour are identified

2.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified

2.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements

2.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks
and working relationships with others

3 Plan and organise a personal daily routine

3.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures
3.2 Clarification of requirements of tasks is sought when appropriate
3.3 Achievable time and other performance measures are agreed
3.4 Tasks are completed with variations to plan identified and reported
3.5 Inability to complete operations are relayed to appropriate personnel in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state/territory mass and loading regulations and permit requirements
- OH&S procedures and guidelines relevant to courier and delivery operations
- Risks in courier and delivery operations and related precautions to control the risk
- Workplace procedures and policies for organising transport loads in courier and delivery operations
- Principles, duty of care and obligations within the chains of responsibility in the transport industry
- Typical issues and problems that can occur when organising a transport workload and appropriate ways of dealing with them
- Housekeeping standards and procedures required in the workplace
- Requirements of courier work systems and operations and relevant equipment
- Methods and strategies for organising transport loads in courier and delivery operations

Required skills:
- Communicate effectively with others when organising a transport workload
- Read and interpret instructions, procedures and information relevant to organising a transport workload
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to organising a transport workload
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special delivery requirements of cargo, mail and courier items
- Work collaboratively with others when organising a transport workload
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified issues or problems that may occur when organising a transport workload in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when organising a transport workload
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when organising a transport workload
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Identify and correctly use equipment required when organising loads
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions
  • by day or night

Customers may be: • internal or external

Operations may be: • undertaken on- or off-base site

Work activities may be: • routine or adopted for purposes involving courier deliveries, related clerical, packing and or load shifting activities
  • activities associated with the planning of work

Hazards may include:
  • vehicular traffic and pedestrians
  • uneven ground, steps, road surfaces
  • dust and vapours
  • hazardous or dangerous materials
  • humidity, air temperature and radiant heat
  • light including UV
  • noise

Consultative processes may involve:
  • clients
  • other employees and supervisors
  • management
  • union representatives
  • industrial relations, Occupational Health and Safety specialists
  • other professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items
- workplace procedures and policies for courier/delivery operations
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIG607C Facilitate work teams

Unit Descriptor
This unit involves the skills and knowledge required to lead and facilitate work teams, including participating and providing leadership in team planning, developing team commitment and cooperation, managing and developing team performance, and participating in and facilitating the work of work teams/groups. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in the facilitation of work teams or groups.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives.

Work involves responsibility for facilitating and encouraging the work of work teams/groups and the provision of leadership to others in the establishment and achievement of team objectives.

Competency Field
G – Teamwork

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Participate in team planning

1.1 The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives

1.2 The team performance plan contributes to the organisation's business plan, policies and practices

1.3 The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies

1.4 The team includes in its plans ways in which it can benefit from the diversity of its membership

2 Develop team commitment and cooperation

2.1 The team uses open communication processes to obtain and share information

2.2 The team encourages and exploits innovation and initiative

2.3 Support is provided to the team to develop mutual concern and camaraderie
### Manage and develop team performance

3.1 The team is supported in making decisions within agreed roles and responsibilities

3.2 The results achieved by the team contribute positively to the organisation's business plans

3.3 Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals

3.4 Mentoring and coaching supports team members to enhance personal and collective knowledge and skills

3.5 Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s)

### Encourage and facilitate the work of teams

4.1 Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes

4.2 Individuals and teams are actively encouraged to take individual and joint responsibility for actions

4.3 The team receives support to identify and resolve problems which impede performance

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the facilitation of work teams
- Mechanisms to encourage team decision making, and reward and support team achievement
- Coaching and mentoring approaches to support team members to share knowledge and skills
- Workplace policies and plans including procedures for training and assessment
- Strategies to implement continuous improvement processes
- Typical problems that can occur when facilitating work teams, and related appropriate action that can be taken
- Principles, duty of care and obligations within the chains of responsibility in the transport industry

#### Required skills:

- Communicate effectively with others when facilitating the operation of work teams
- Read and interpret instructions, procedures, information and signs relevant to work team functions and management
- Interpret and follow operational instructions and prioritise work
- Negotiate and work effectively with others
- Complete documentation related to team activities and organisation
- Operate electronic communication equipment to required protocol
- Lead and encourage others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when facilitating the operation of work teams in accordance with workplace procedures
- Ensure implementation of contingency plans for unplanned events that may occur during team activities
- Identify improvements to services, resource allocation and use
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure implementation of fatigue management policies and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi site location
- large, medium and/or small organisations

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations involve:
- internal and external customer contact and coordination

Teams may be:
- new or long established
- within a functional area
- drawn from across the organisation

Team membership may be:
- changing on a regular basis
- evolving within the overall context of change within the enterprise

Team members/leaders may include:
- English-speaking persons
- multilingual staff
- persons with limited ability to communicate in English
- persons from a range of cultural backgrounds
Consultative processes may involve:
- members and leaders of work teams
- other employees and supervisors
- customers/clients
- manufacturers and suppliers
- relevant authorities
- management
- union representatives
- OH&S specialists,
- other maintenance, professional or technical staff

Communications systems may involve:
- face-to-face discussions or group meetings
- telephone
- fax
- email
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:
- workplace policies and procedures
- customer/client instructions and requirements
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, regulations and codes of practice, including the Australian standards relevant to services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- emergency procedures
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- regulations on equal opportunity, equal employment opportunity and affirmative action
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLIG707B Work in a socially diverse environment

Unit Descriptor
This unit involves the skills and knowledge required to work in a socially diverse environment, including the development and application of the cultural awareness that is required by all people working in the transport and distribution industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace procedures and relevant anti-discrimination and equal employment opportunity regulations.

Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of communication principles and problem-solving techniques to facilitate work in a socially diverse environment.

Competency Field
G – Teamwork

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

ELEMENT PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Communicate with customers and colleagues from diverse backgrounds

1.1 Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity

1.2 Verbal and non-verbal communication takes account of cultural differences

1.3 Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language

1.4 Assistance from colleagues, reference books or outside organisations is obtained when required

2 Deal with cross-cultural misunderstandings

2.1 Issues which may cause conflict or misunderstanding in the workplace are identified

2.2 Difficulties are addressed with the appropriate people and assistance is sought from team leaders

2.3 When difficulties or misunderstandings occur, possible cultural differences are considered

2.4 Efforts are made to resolve the misunderstanding, taking account of cultural considerations

2.5 Issues and problems are referred to the appropriate team leader/supervisor for follow-up
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Principles of equal employment opportunity (EEO) and anti-discrimination legislation as they apply to individual employees
- Recognition of the different cultural groups in Australian society
- Basic knowledge of the culture of Australia's indigenous and non-indigenous peoples
- Recognition of various international customer groups (as appropriate to the sector and individual workplace)
- Principles that underpin cultural awareness
- Knowledge of what it means to be 'culturally aware'
- Typical cross-cultural misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them

Required skills:
- Communicate effectively with others when working in a socially diverse environment
- Read and interpret instructions, procedures, information and signs relevant to working in a socially diverse environment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to working in a socially diverse environment
- Work collaboratively with others in a socially diverse environment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when working in a socially diverse environment in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Cultural differences may include but are not limited to those of the following nature (examples only):
- race
- language
- special needs
- disabilities
- family-structure
- age
- sexual preference

Possible cultural differences may include but are not limited to:
- language spoken
- forms of address
- levels of formality/informality
- non-verbal behaviour
- work ethics
- personal grooming
- family obligations
- recognised holidays
- special needs
- product preferences

Attempts to overcome language barriers may be made to:
- meet and greet/farewell customers
- give simple directions
- give simple instructions
- answer simple enquiries
- prepare for, serve and assist customers
- describe goods and services

Outside organisations may include but are not limited to:
- interpretative services
- diplomatic services
- local cultural organisations
- appropriate government agencies
- educational institutions

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documents may include:

- workplace procedures
- guideline documents on cultural differences and how to deal with them
- documents that provide information on equal employment opportunity principles and obligations and anti-discrimination regulations

Applicable legislation may include:

- Australian and state/territory anti-discrimination legislation
- Australian and state/territory equal opportunity legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at
the registered training organisation, and/or

in an appropriate range of situations in the workplace
TLIH107D Interpret road maps and navigate pre-determined routes

Unit Descriptor
This unit involves the skills and knowledge required to interpret road maps and navigate routes as part of transport operations including identifying and determining the most appropriate route, and completing required route documentation in accordance with operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant state/territory roads and traffic authorities.

Work is performed under general or limited supervision. It involves the application of the basic map reading principles and procedures when interpreting street directories and road maps and following pre-determined routes as part of transport operations.

Competency Field
H – Route Planning and Navigation

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and determine the pre-planned route
1.1 Documentation on the pre-determined route is accessed and interpreted
1.2 Relevant street directory and/or road maps are identified and accessed
1.3 Street directory and road map symbols are recognised and interpreted
1.4 Points of departure and destination are identified in a directory index and the information used to locate designated places on the appropriate map
1.5 Directions for a pre-determined route are interpreted and the route traced using a street directory and road map
1.6 Key intersections and other landmarks along the route are identified for use in following the planned route
1.7 Alternative routes are identified for possible contingency situations such as emergencies or traffic delays
1.8 Pre-determined route is correctly followed

2 Complete necessary documentation
2.1 Required route documentation is completed in accordance with purpose of transportation and with workplace requirements
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant state and territory permit and licence regulations and requirements
• Operational procedures for interpreting road maps, using GPS devices and navigating routes
• Road conditions for various routes, including sections undergoing road works
• Height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
• Traffic conditions at various times of the day along specific routes
• Security hazards and issues (where relevant)
• Current information on accidents or emergencies that might close or restrict traffic on a particular route
• Location of service stations/rest stops where relevant
• Typical problems that may arise concerning the interpretation of road maps, the use of GPS devices and the navigation of predetermined routes and appropriate action that should be taken
• Workplace requirements for recording and documenting route information

Required skills:
• Communicate effectively with others when interpreting road maps, using GPS devices and navigating predetermined routes
• Read and interpret instructions, procedures, information and signs relevant to route navigation
• Identify and correctly use maps and other route documentation, including: identification of town and suburb locations; identification of roads and intersections; reading and interpretation of map symbols; and estimation of route distances using map information
• Where applicable, use GPS devices to navigate predetermined routes
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to route navigation
• Operate electronic communication equipment to required protocol
• Where applicable work collaboratively with others (such as fleet managers, sales team etc.) when interpreting road maps, using GPS devices and navigating predetermined routes
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when interpreting road maps, using GPS devices and navigating predetermined routes in accordance with workplace procedures
• Plan for alternative routes in the event of contingencies such as road works, emergencies or delays
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:

• work of transport and distribution personnel involved in the delivery of a range of possible goods and materials including valuables, secured products and documents and materials

Operations may be conducted:

• in a range of work environments and weather conditions
• by day or night

Customers may be:

• internal or external

Routes will be pre-determined but may include:

• alternative routes to accommodate contingency situations

Map areas may include:

• metropolitan areas
• country and regional areas
• interstate locations

Depending on the type of transport service being provided, consultative processes may involve:

• clients
• other employees and supervisors
• management
• other professional or technical staff
• private security personnel
• public sector security personnel
• police and other emergency services
• security consultants

Communication in the work area may include:

• mobile and fixed phones
• radio
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:

- workplace procedures and policies
- route specifications
- maps and street directories
- published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- competency standards and training materials
- supplier and/or client route documentation
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory road rules and traffic acts
- regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIH207D Plan and navigate routes

Unit Descriptor
This unit involves the skills and knowledge required to plan and navigate routes as part of transport operations, including interpreting information from a road map, street directory and a GPS (Global Positioning System) device, planning the most appropriate route taking into account pertinent factors, and completing required trip documentation in accordance with operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations of the relevant state/territory roads and traffic authorities.

Work is performed under general or limited supervision. It involves the application of map reading principles and procedures to the planning and navigation of routes as part of transport operations route.

Competency Field
H – Route Planning and Navigation

ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Interpret street maps</td>
<td>1.1 Symbols in a street directory and road map are recognised and interpreted</td>
</tr>
<tr>
<td></td>
<td>1.2 Places are identified in a directory index and the information used to locate the places on the appropriate map</td>
</tr>
<tr>
<td>2 Use GPS systems</td>
<td>2.1 Where applicable, information is entered into the GPS system concerning destination and areas to be avoided</td>
</tr>
<tr>
<td></td>
<td>2.2 Information provided through the GPS device is read and listened to, interpreted and applied to route planning and navigation</td>
</tr>
<tr>
<td></td>
<td>2.3 Where necessary, information on height, width and load limits of road infrastructure and other restrictions on thoroughfares is accessed, interpreted and used when selecting the most appropriate route with the aid of the GPS device</td>
</tr>
<tr>
<td>3 Plan routes</td>
<td>3.1 Given a location and a destination, the most direct and alternative routes between two points are identified using a map</td>
</tr>
<tr>
<td></td>
<td>3.2 Where necessary, information on height, width and load limits of road infrastructure and other restrictions on thoroughfares is accessed and interpreted and taken into account when</td>
</tr>
</tbody>
</table>
planning a route for a journey

3.3 A suitable route is selected to ensure the most efficient, safe, secure and legal transport operation taking into account relevant criteria for the transport operation concerned

4 Follow planned route

4.1 Planned route is correctly followed with the aid of a street directory, road map and/or GPS system
4.2 Where relevant, geographic regions, tourism features and other places of interest are identified
4.3 Required route documentation is completed in accordance with purpose of transportation and enterprise requirements
4.4 Parking procedures are observed in accordance with enterprise procedures and relevant legislative requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory permit and licence regulations and requirements
- Operational procedures for planning and navigating transport routes
- Features and contents of maps and street directories and techniques for their use in transport navigation
- Features and operating instructions for GPS systems
- Road conditions for various routes, including sections undergoing road works
- Physical hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- Known traffic conditions at various times of the day along specific routes
- Security hazards and issues (where relevant)
- Current information on accidents or emergencies that might close or restrict traffic on particular routes
- Location of service stations and rest stops where relevant
- Workplace requirements for recording and documenting route information

Required skills:

- Communicate effectively with others when planning and navigating routes
- Read and interpret instructions, procedures, information and signs relevant to the planning and navigation of routes, including: identification of town and suburb locations; identification of roads and intersections; reading and interpretation of map symbols; and estimation of route distances using map information
- Access and interpret information required when planning and navigating transport routes and developing contingency routes (including road restrictions, traffic conditions, service stations/rest stops, etc.)
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and navigation of routes
- Operate electronic communication equipment to required protocol
- Where applicable, work collaboratively with others when planning routes (such as fleet managers, sales team etc.)
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and navigating routes in accordance with workplace procedures
- Plan for alternative routes in the event of contingencies such as road works, emergencies or delays
- Implement contingency arrangements for unanticipated situations that may be identified when planning and navigating routes
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified during the planning and navigation of routes
- Plan for transport routes to meet workplace requirements
- Monitor work activities in terms of planned schedule
- Modify route planning activities depending on differing operational contingencies, risk situations and environments
- Apply an understanding of fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to changes in vehicle navigation technology, maps and street directories as they relate to route planning
- Operate and adapt to differences in vehicles, loads and equipment in accordance with standard operating procedures
- Select and use relevant route planning and navigation technology including GPS devices
- Adapt to changes and difference in vehicle navigation technology, maps and street directories as they relate to route planning

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:  
- work of transport and distribution personnel involved in passenger services and/or the delivery of a range of possible goods and materials including valuables, secured products and documents and materials

Operations may be conducted:  
- in a range of work environments and weather conditions
- by day or night

Customers may be:  
- internal or external
Routes will be planned in accordance with:

- workplace guidelines with the development where required of alternative routes to accommodate contingency situations

Resources used in route planning and navigation may include:

- maps
- street directories
- Global Positioning Systems (GPS) systems
- booklets and other information on road restrictions, traffic patterns, etc.
- broadcast information concerning traffic conditions, accidents, emergencies, weather, flooding, etc.

Transport areas may include:

- metropolitan areas
- country and regional areas
- interstate locations

Route criteria may include:

- potential hazards
- potential road conditions
- traffic conditions and flow
- workplace operating procedures and requirements
- the class of vehicle involved
- the type of load being carried
- the availability of rest stops along the way

Potential hazards may include:

- height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- accidents and emergencies
- extreme weather conditions
- security risks

Depending on the type of transport service being provided, consultative processes may involve:

- clients
- other employees and supervisors
- management
- other professional or technical staff
- private security personnel
- public sector security personnel
- police and other emergency services
- security consultants

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies
- route specifications
- maps and street directories
- published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route
- instructions for the use of in-vehicle GPS systems
- competency standards and training materials
- supplier and/or client route documentation
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory road rules and traffic acts
- regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or
equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

  • Assessment of this unit must be undertaken by a
    registered training organisation
  • As a minimum, assessment of knowledge must be
    conducted through appropriate written/oral tests
  • Practical assessment must occur:
    o through appropriately simulated activities at
      the registered training organisation, and/or
    o in an appropriate range of situations in the
      workplace
TLIH307C Prioritise courier/delivery operations

Unit Descriptor
This unit involves the skills and knowledge required to coordinate and prioritise courier/delivery operations including identifying work requirements, planning and preparing for work, undertaking work operations, adjusting to changing work priorities, and completing work activities to operational requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under generally indirect supervision. It involves the application of the basic principles and routine procedures to the prioritisation of courier/delivery operations.

Competency Field
H – Route Planning and Navigation

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify work requirements
1.1 Work requirements and specific customer requirements interpreted and, where necessary, clarified
1.2 Pick-up and delivery points are located
1.3 Size, weight and configuration of materials to be couriered are identified
1.4 Equipment required to facilitate pick-up and delivery is identified

2 Plan and prepare for work
2.1 Work is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities
2.2 Planned steps and outcomes are checked to ensure conformity with instructions and work requirements
2.3 Work sequence is identified and, where necessary, relayed to base
2.4 Required resources are selected

3 Undertake work operations
3.1 Work operations are undertaken in accordance with plan and quality requirements and within operating capacity of the equipment and operator
3.2 Difficulties/uncertainties occurring during operations are identified and alternative strategies determined
3.3 Pick-up and delivery of materials is undertaken in accordance with workplace quality procedures

4 Adjust to changing work priorities

4.1 Work plan or route is adjusted/modified to meet changing priorities and circumstances
4.2 Changes to work plan are relayed to base

5 Complete work operations

5.1 Work operations are reviewed to ensure outcomes have met customer requirements and quality outcomes
5.2 Workplace documentation is completed
5.3 Operational capacity of equipment is checked and returned to storage area (where applicable)
5.4 Security of goods is maintained in accordance with enterprise procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant state and territory mass and loading regulations
• National Load Restraint Guide
• OH&S procedures and guidelines relevant to courier and cargo delivery operations
• Risks in courier and delivery operations and related precautions to control the risk
• Workplace procedures and policies for the coordination and prioritisation of courier/delivery operations
• Typical problems that may arise when prioritising courier and cargo delivery operations and appropriate action that should be taken
• Security policies and procedures
• Housekeeping standards and procedures required in the workplace
• Requirements of cargo delivery and courier work systems and operations and relevant equipment
• Methods and strategies for the prioritisation of courier and cargo delivery operations

Required skills:
• Communicate effectively with others when prioritising courier and cargo delivery operations
• Read and interpret instructions, procedures, information and labels relevant to courier and cargo delivery operations
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to prioritising courier and cargo delivery operations
• Operate electronic communication equipment to required protocol
• Estimate the size, shape and special delivery requirements of mail articles
• Work collaboratively with others when prioritising courier and cargo delivery operations
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when prioritising courier and cargo delivery operations in accordance with workplace procedures
• Implement contingency plans for unexpected developments and security situations that may be identified when prioritising courier and cargo delivery operations
• Apply precautions and required action to minimise, control or eliminate hazards that may be identified when prioritising courier and cargo delivery operations
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply an understanding of fatigue management policies and regulations when prioritising courier and cargo delivery operations
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment required when coordinating courier and cargo delivery operations
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Operations may be:
• undertaken on- or off-base site

Equipment required to facilitate pick-up and delivery may include:
• trolleys
• lifting devices
• rollers
• tarpaulins
• packing materials
• ropes
• securing devices

Difficulties/uncertainties may include:
• road and traffic conditions
• changing weather conditions
• time of travel
• load requirements
• changes in delivery and pick-up instructions
Hazards may include:

- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:

- clients
- other employees and supervisors
- management
- union representatives
- industrial relations, Occupational Health and Safety specialists
- other professional or technical staff

Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing
Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items
- workplace procedures and policies for the prioritisation of courier/delivery operations
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIH407B  Identify major roads, services and attractions

Unit Descriptor
This unit involves the skills and knowledge required to identify, and describe major roads, services and attractions as part of transport operations including the local geographical details and features of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business districts. It covers the knowledge and skills required by taxi drivers, bus/coach drivers and other transport operators to locate roads, services and attractions both on a map and, where required, physically. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant transport regulations and workplace procedures.

Work is performed under general or limited supervision. It involves the application of basic research and map reading principles and procedures to the location of roads, services and attractions both on a map and, where required, physically.

In the case of taxi drivers if the original context of this unit changes i.e. moving from State to State or Territory then the unit may be reassessed.

Competency Field
H – Route Planning and Navigation

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Locate all major roads, highways and suburbs in a metropolitan area

1.1 Major roads are identified and located on a map and/or physically
1.2 Suburbs along, and at the end of, major roads are identified and located on a map and/or physically
1.3 Suburbs accessed by on- and off-freeway ramps are identified and located on a map and/or physically
1.4 The main suburbs, with relation to geographical sectors (east, west, north and south) are identified in order of closest proximity to the central business district
1.5 Bus/taxi lanes into and out of the central business district are located on a map and/or physically

2 Locate transport interchanges, jetties, ports, stations and terminals

2.1 Major transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically
2.2 Major connecting roads entering and exiting main transport interchanges, terminals, jetties, ports and rail stations are
identified and located on a map and/or physically

2.3 Established taxi ranks at main transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically

2.4 Special transport, safety, taxi and/or financial requirements for entering and exiting main transport interchanges, jetties, ports, terminals and stations are observed

3 Identify main public services and facilities

3.1 Maps and other geographical and tourist information are identified and accessed in accordance with workplace procedures

3.2 Key tourist locations are located both on a map and/or physically, and their features described

3.3 Key public services are located on a map and/or physically and described

3.4 Main scenic routes, places and landmarks of interest to tourists are able to be determined and features described in an appropriate manner

4 Locate key features in a central business district

4.1 Streets, major buildings and traffic flow directions of the central business district and city centre are identified and located both on a map and/or physically

4.2 City hotels are identified and located both on a map and/or physically

4.3 Exit and entry points to the city are determined in relation to a final destination

4.4 Transport interchanges and main taxi ranks in the city centre and central business district are identified and located both on a map and/or physically

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and road laws
- Workplace procedures for identifying and locating roads, services and attractions
- Information that may be required when locating roads, services and attractions, including: main arterial roads; entry and access points to major road systems; location of metropolitan suburbs; most appropriate routes for entering and exiting a city centre; roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations; location of main hotels, motels and tourist attractions in a specified area; location of city centre streets and major buildings and traffic flows; bus and emergency lane usage; restrictions to traffic movement at major intersections; traffic patterns and densities; and road signs and route markers
- Typical problems that may arise when identifying and locating roads, services and attractions and appropriate action that should be taken
Required skills:

- Communicate effectively with others when identifying and locating major roads, services and attractions
- Read and interpret instructions, procedures, information and signs relevant to the identification and location of major roads, services and attractions
- Identify and correctly use maps and other information about the location and features of roads, services and attractions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when identifying and locating major roads, services and attractions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when identifying and locating major roads, services and attractions in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified when identifying and locating major roads, services and attractions
- Physically locate identified roads, services and attractions (i.e. driving to the location)
- Monitor and anticipate traffic hazards
- Select approved and most economic routes
- Modify activities depending on differing operational contingencies, risk situations and environments

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

This unit covers:

- work of transport personnel who need to locate roads, services and attractions as part of transport operations. It includes all road transport passenger-carrying vehicles. It is specifically suited to the drivers of taxicabs, small charter vehicles, coaches, limousines and private charter vehicles involving the transport of passengers, including tourists

Operations may be conducted in a range of work environments including:

- operations conducted day or night
- in the vehicle, on the road, both stationary and mobile
- travel service within a metropolitan or regional district
- in a range of typical weather conditions
- transport of fare-paying passengers including tourists
Road conditions and traffic flows might include:
- wet or stormy weather
- fog and/or low lying cloud resulting in poor visibility
- peak-hour traffic congestion
- road-accidents and obstructions impeding traffic flow
- road works

Map areas may include:
- metropolitan areas
- country and regional areas
- interstate locations

Tourist locations may include:
- sporting, entertainment and recreational venues such as horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas, casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks
- tourist centres and major hotels/motels
- main tourist attractions in specified areas
- significant cultural and arts centres and venues such as cultural centres, museums, art galleries, state library, concert halls, theatres
- significant historical buildings in specified areas
- vineyard districts (where relevant)
- main coastal attractions and landmarks (where relevant) such as bays, beaches, buildings, restaurants, look-out points, marinas and boat harbours

Public service locations may include:
- public/secondary schools and tertiary education institutions
- all main public hospitals, emergency entrances (and existing taxi ranks servicing the hospitals)
- main police, ambulance and fire stations
- major suburban shopping centres
- main public parks and reserves such as botanical gardens, public parks and gardens, wetland areas, and nature reserves

Transport interchanges may include:
- domestic and international airports and terminals for private and commercial airplanes
- sea and river ports, jetties and terminals
- bus station interchanges
- commuter and long distance railway stations
Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace protocols, procedures and policies
- route specifications
- maps and street directories
- tourism information
- published information on roads, services and attractions
- relevant state/territory road rules and traffic acts
- competency standards and training materials
- customer requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant state/territory regulations, road rules and traffic acts
- relevant state/territory OH&S regulations and procedures

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying the following:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - all major roads are identified and located on a map and/or physically
  - all key tourist locations are located both on a map and/or physically, and their features described
  - major sporting facilities are located on a map and/or physically and there entry points described
  - airports are identified on a map and/or
physically and the major roads leading to them are identified
- all major hospitals are identified on a map and/or physically and the major roads leading to them are identified
- bus/taxi lanes into and out of the central business district are located on a map and/or physically and the rules for their use are demonstrated

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII1007A Provide travel information to customers

Unit Descriptor
This unit covers the skills and knowledge required to identify and locate major destinations, public services, attractions and facilities as part of the provision of public transport advice. It covers responding appropriately to customer enquiries with respect to destinations, related services and facilities and ticketing. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves the duties and tasks applicable to personnel working on public trams, trains and buses who may through their duties have contact with the public.

Work is performed under general supervision.

Competency Field
I – Customer Service

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan a journey using public transport

1.1 Sources of current, accurate and relevant public transport information are identified and accessed to respond to customer needs
1.2 Modes, connections, interchanges and tickets to complete a journey are identified for the planned customer destination
1.3 Major destinations, attractions and public facilities and their proximity to public transport are identified and located in relation to customer needs or requests
1.4 Information and/or advice provided to customers are reviewed regularly to ensure currency and accessibility

2 Provide information and advice to customers

2.1 The specific information and advice needs of customers are accurately identified and clarified in accordance with the circumstance
2.2 Information provided to customers is appropriate, complete and effectively covers their needs
2.3 Information and/or advice are presented in a respectful format, manner and style
2.4 The information and/or advice are regularly reviewed to ensure customers acknowledge that the information given satisfies their enquiry
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Ticket and ticket structures including points and methods of purchase
- Concessional privileges
- Travel zones
- Major public transport connections, interchanges, stations, tram and bus terminals
- Major destinations, attractions and public facilities
- Standard operating hours
- 'Out of hours' services
- Vehicle types and capacity
- Modes of public transport
- Location of on-line information services
- Factors that can influence verbal communication
- Procedures for reviewing information and advice
- Strategies for clarifying and confirming customer needs
- Operational procedures

Required skills:
- Communicate effectively when providing travel information to customers
- Access, read, interpret and apply instructions, timetables and standard operating procedures relevant to the provision of travel information to customers
- Research relevant data when providing travel information to customers
- Interact with customers
- Work collaboratively with others in a team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly solve and/or report any identified problems when responding to customer enquiries and/or travel concerns
- Monitor work activities in terms of planned schedule
- Work in accordance with instructions
- Review customer needs and confirm they are being addressed
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Maintain currency on all operational procedures
- Select and utilise ticket validating equipment and communication technology
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Public transport information may include:
- timetables
- brochures and travel guides
- transport maps
- internet
- tickets
- ticket manual
- concessions
- hours of operation
- lost property
- emergency procedures
- interchanges and connections

Mode of travel may include:
- rail
- bus
- tram
- taxi

Destination may include:
- public facilities
- attractions
- venues
- metropolitan

Documentation/records may include:
- standard operating procedures for the provision of travel information to customers
- timetables
- brochures
- relevant local government documents

Applicable legislation, regulations and codes may include:
- relevant state or territory transport legislation and regulations
- relevant trade practices legislation and regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
o relevant legislation and workplace procedures
o other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII107D | Coordinate quality customer service

Unit Descriptor | This unit involves the skills and knowledge required to coordinate quality customer service in operations including planning to meet internal and external customer requirements, ensuring delivery of quality service, and monitoring, adjusting and reporting customer service. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills | This unit contains employability skills.

Application of the Unit | Work must be carried out in compliance with the relevant regulations.

Work is performed under general supervision. It involves the application of the routine procedures to the coordination of quality customer service.

Competency Field | I – Customer Service

ELEMENT | PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan to meet internal and external customer requirements

1.1 The needs of customers are researched, understood and assessed, and taken into account in the planning of the company's products and services

1.2 Provision is made in plans to achieve the quality, time and costs specifications agreed with customers

2 Ensure delivery of quality service

2.1 Individual/team performance consistently meets quality, safety, resource and delivery standards

2.2 Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards

2.3 Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards

3 Monitor, adjust and report customer service

3.1 Company's systems are used to monitor progress in achieving product/service targets and standards

3.2 Customer feedback is sought and used to improve the provision of products/services

3.3 Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups

3.4 Adjustments/recommendations (as required) are made to products/services

3.5 Those who have a role in products/services planning and
delivery are informed of changes
3.6 Records, reports and recommendations are managed within
the company's systems and processes

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant Australian and state and territory standards, regulations and codes of practice
• OH&S procedures and guidelines relevant to workplace operations
• Risks involved in workplace operations and related precautions to control the risk
• Workplace procedures and policies for the coordination of quality customer service in
  workplace operations
• Customer and market characteristics
• The role of customer service in company profitability
• Requirements of workplace systems and operations and relevant equipment

Required skills:
• Communicate effectively with others when coordinating quality customer service
• Read and interpret instructions, procedures, information and signs relevant to the coordination
  of quality customer service
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the coordination of quality customer service
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when coordinating quality customer service
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour
  and interactions with others
• Promptly report and/or rectify any identified problems that may arise when coordinating
  quality customer service in accordance with regulatory requirements and workplace
  procedures
• Implement contingency plans for unanticipated situations that may occur when coordinating
  quality customer service
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and
  environments
• Apply relevant agreements, codes of practice or other legislative requirements to work
  processes
• Identify and correctly use equipment, processes and procedures
• Work systematically with required attention to detail without injury to self or others, or
  damage to goods or equipment
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments and weather conditions
- by day or night

Customers may be:
- internal or external

Operations may be undertaken:
- on- or off-base site or workplace

Coordination of workplace policies for the provision of customer service may include:
- level of service provision
- scheduling of operations
- delivery of services

Consultative processes may involve:
- clients
- other employees and supervisors
- management
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- local government authorities

Hazards may include:
- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications
Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail
- workplace procedures and policies for the preparation of mail for delivery
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- customer service and quality assurance standards and procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLII1507B Operate the on-train buffet car

Unit Descriptor
This unit involves the skills and knowledge required to operate the on-train buffet car in accordance with regulatory and workplace requirements including preparing and providing take-away food and beverages; maintaining and controlling stock; serving customers; and carrying out required financial control procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when operating an on-train buffet car as part of workplace activities in the rail transport and allied industries.

Competency Field
I – Customer Service

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare and provide take-away food and beverages

1.1 Food and beverage items are prepared and presented to passengers in a form consistent with workplace procedures and equipment manufacturers instructions

1.2 Stock is checked for spoilage and expiry dates on a regular basis following workplace procedures

1.3 Out-of-date stock is disposed of in accordance with workplace procedures

2 Maintain and control stock

2.1 All stock is stored in accordance with workplace procedures and relevant health regulations

2.2 Stock is rotated on a regular basis in line with workplace procedures and food regulations and guidelines

2.3 Food which does not meet health requirements is disposed of workplace procedures and regulatory requirements

3 Serve customers

3.1 Customer requirements are ascertained using appropriate inquiries in a courteous manner

3.2 Correct product and pricing information is clearly displayed
3.3 Specials are promoted and sales opportunities are identified and optimised

4 Carry out financial control procedures

4.1 Financial transactions are accurately carried out in accordance with regulatory requirements and workplace procedures
4.2 Financial reconciliation is carried out as required
4.3 Cash is securely handled and stored in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for operating an on-train buffet car
• Workplace knowledge requirements relevant to operating an on-train buffet car, including: relevant product knowledge, pricing structures, consumer laws and trade practice requirements, and health and hygiene regulations
• Equipment, and materials used when operating an on-train buffet car, and precautions and procedures that should be followed in their use
• Problems that may occur when operating an on-train buffet car and appropriate action that can be taken to resolve the problems
• Documentation and record requirements
• Communication and negotiation requirements when operating an on-train buffet car

Required skills:

• Communicate and negotiate effectively with others when operating an on-train buffet car
• Read and interpret instructions, procedures, information and labels relevant to the operation of an on-train buffet car
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of an on-train buffet car
• Operate electronic communication equipment to required protocol
• Carry out relevant calculations and cash transactions
• Work collaboratively with others when operating an on-train buffet car
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating an on-train buffet car in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations when operating an on-train buffet car
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of an on-train buffet car
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Serve customers
• Select and use relevant equipment and food stock when operating an on-train buffet car
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Monitor performance of buffet equipment and take appropriate action if required
• Maintain and control stock
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- by day or night
- in a range of work environments
- in restricted spaces
- in exposed conditions

Work may involve:

- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Equipment may include:

- cash register
- refrigeration equipment
- cooking equipment
- microwave
- kitchen utensils
- bain-marie
- coffee machines

Food may include:

- sandwiches
- pies
- sausage rolls
- snack food
- soft drinks
- confectionery
Consultative processes may involve:
- customers
- other workplace personnel
- supervisors and managers
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- manufacturers specifications for equipment
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations including health and hygiene requirements
- stock control and audit requirements
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII1607C  Service freight customers

Unit Descriptor
This unit involves the skills and knowledge required to service freight customers in accordance with regulatory and workplace requirements including confirming freight customer needs; providing quotations; calculating freight charges; modifying products and services in response to identified customer needs; and promoting existing freight services. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning freight services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the servicing of freight customers as part of work activities in the transport, distribution and/or allied industries.

Competency Field
I – Customer Service

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Confirm freight customer needs

1.1 Initial inquiries for freight service are handled promptly and courteously

1.2 Nature of freight service required is established with the customer

1.3 Ongoing customer liaison activities are maintained, where applicable, to establish future requirements

1.4 Unusual or special requests for freight service are referred to appropriate personnel for resolution

1.5 Support services required to meet customers' freight needs are established

1.6 Corporate or key account customers' freight needs are continuously monitored to ensure customer satisfaction

2 Provide quotations

2.1 Costs and conditions of the freight service(s) offered are provided to the customer

2.2 Customer queries relating to quotations are answered promptly in accordance with workplaces guidelines

2.3 Key account or potential key account quotations are handled in accordance with workplaces policies and procedures
3 Calculate freight charges

3.1 Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures
3.2 Details relevant to charges are accurately recorded to ensure charge calculations can be verified
3.3 Freight charges are accurately calculated and checked using relevant charge structures
3.4 Method of freight calculation applicable to the service and commodity is established in accordance with workplace policies and procedures
3.5 Freight charge discrepancies are recorded on relevant documentation for adjustment purposes

4 Modify products and services

4.1 Freight needs of assigned customers are assessed against current products and services offered by the workplace
4.2 Freight services offered by other providers including state, national and overseas providers are continuously reviewed
4.3 Requests for freight services not currently offered by the workplace are referred to appropriate personnel

5 Promote existing freight service

5.1 Existing freight services provided by the workplace are monitored
5.2 Promotional activities, including information seminars, are participated in and responses are followed up
5.3 Potential new account customers are identified and details of existing freight services are explained
5.4 Advertising programs promoting existing freight services are promoted to customers
5.5 Advantages of existing freight services are explained to potential customers

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to the maintenance of freight records, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the servicing of freight customers
- Focus of operation of work systems, equipment, management and site operating systems for the servicing of freight customers
- Problems that may occur when servicing freight customers and appropriate action that can be taken to resolve the problems
- Freight services offered by the workplace
• Freight management systems
• Workplace costing structures and rates
• Workplace public relations policies and procedures
• Profiles and details of all customers
• Workplace rail service advertising services and procedures
• Services provided by other freight service organisations
• Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
• Documentation requirements for freight forwarding including workplace freight tracking system
• Housekeeping standards procedures required in the workplace
• Freight transport timetables, yard and terminal facilities, and site layout

Required skills:
• Communicate effectively with others when servicing freight customers
• Read and interpret instructions, procedures, information and labels relevant to the servicing of freight customers
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the servicing of freight customers
• Present information using appropriate media and technology
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when servicing freight customers
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when servicing freight customers in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when servicing freight customers
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the servicing of freight customers
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer, communication and office equipment when servicing freight customers
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces
• exposed conditions
• controlled or open environments

Freight services covers: • the application of all products and services offered by the workplace

Promotional activities may include: • public relations activities
• press releases
• open days
• in-house newsletters
• publications
• advertising programs
• seminars
• promotional briefings

Support services can include: • loading/unloading requirements
• load security/protection
• receipt personnel
• special vehicle access/parking

Hazards in the work area may include: • exposure to chemicals
• exposure to dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve: • other employees and supervisors
• suppliers, customers and clients
• drivers and agents
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
• other maintenance, professional or technical staff
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:
- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the servicing of freight customers
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for freight forwarding
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and confirming freight customer needs
  - providing accurate quotations to meet customer needs
  - communicating and negotiating with customers
  - promoting existing freight services
  - calculating freight charges accurately

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLII1707C  Develop freight customers

Unit Descriptor
This unit involves the skills and knowledge required to develop freight customers in accordance with workplace requirements including identifying and evaluating potential freight business; developing proposals for new products or services; and negotiating products and services with customers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the provision of freight services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the development of freight customers as part of work activities in the transport, distribution and/or allied industries.

Competency Field
I – Customer Service

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify potential freight business
1.1 The nature of potential customers freight needs is established with the customer
1.2 Customers freight needs are analysed against existing services to identify variances against normal services
1.3 Potential new customers are kept informed during review process

2 Evaluate potential business
2.1 Potential new business is analysed against existing freight services offered by the workplace
2.2 Special transportation requirements are identified and discussed with the customer
2.3 Cost effectiveness of potential new business is established using workplace guidelines

3 Develop proposals for new products or services
3.1 Potential new business is costed against new product or service
3.2 Proposed new product or service is documented and presented for further consideration
3.3 Decision regarding new product or service is conveyed promptly to the potential customer for follow-up action
4 Negotiate products and services with customers

4.1 Techniques for minimising potential damage to freight are identified and negotiated with customers
4.2 New products or services required to meet or improve customer services are implemented as approved

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the international codes and regulations relevant to the development of freight customers
- Focus of operation of work systems, equipment, management and site operating systems for the development of freight customers
- Problems that may occur when developing freight customers and appropriate action that can be taken to resolve the problems
- Freight services offered by the workplace
- Freight management systems
- Workplace costing structures and rates
- Workplace public relations policies and procedures
- Profiles and details of all customers
- Workplace freight service advertising policies and procedures
- Services provided by other freight service organisations
- Documentation requirements for the development of freight customers
- Freight transport timetables, yard and terminal facilities, and site layout

Required skills:

- Negotiate, communicate and liaise effectively with others when developing freight customers
- Read and interpret instructions, procedures and information relevant to the development of freight customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the development of freight customers
- Operate electronic communication equipment to required protocol
- Undertake financial calculations involving cost analysis
- Prepare and present quotations
- Work collaboratively with others when developing freight customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when developing freight customers in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the development of freight customers
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer, communication and office equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  • in a range of work environments by day or night
                        • by day or night
Customers may be:        • internal or external
Workplaces may comprise:  • large, medium or small worksites
Work may be conducted in: • limited or restricted spaces
                        • exposed conditions
                        • controlled or open environments
Potential customers include:  • all other rail and freight authorities
                        • private businesses
                        • government bodies
                        • members of the public
                        • internal customers
Promotional activities may include:
- public relations activities
- press releases
- open days
- in-house newsletters
- publications
- advertising programs
- seminars
- promotional briefings
- corporate sponsorship
- development of promotional materials

Servicing requirements may be obtained from:
- customer requests
- works orders
- freight requirements
- organisation personnel

Hazards in the work area may include:
- exposure to chemicals
- exposure to dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:
- other employees and supervisors
- current and potential customers
- suppliers, customers and clients
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- market knowledge about competitors who are providing rail freight and those providing alternative transport systems
- customer requests and works orders
- workplace procedures and policies
- codes of practice and regulations relevant to freight services
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- internal documentation used for freight services
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the provision of freight services
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - identifying and cultivating potential freight business
  - developing proposals for new products and services
  - negotiating with customers regarding products and services

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
• access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

• Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLII1807B**  
**Manage customer service**

**Unit Descriptor**  
This unit involves the skills and knowledge required to manage customer service. It includes planning to meet internal and external customer requirements; ensuring delivery of quality products/services; and monitoring, adjusting and reporting customer service. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

**Competency Field**  
I – Customer Service

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Plan to meet internal and external customer requirements** | 1.1 The needs of customers are researched, understood and assessed, and included in the planning process  
1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers |
| **2 Ensure delivery of quality products/services** | 2.1 Products/services are delivered to customer specifications within the team's/organisation's business plan  
2.2 Individual/team performance consistently meets quality, safety, resource and delivery standards  
2.3 Coaching and mentoring assist colleagues to overcome difficulty in meeting customer service standards  
2.4 Resources are used effectively and efficiently to provide quality products/services to customers |
| **3 Monitor, adjust and report customer service** | 3.1 The organisation's systems and technology are used to monitor progress in achieving product/service targets and standards  
3.2 Customer feedback is sought and used to improve the provision of products/services  
3.3 Decisions to overcome problems and make improvements to products/services are taken in consultation with designated individuals/groups  
3.4 Adjustments are made to products/services, and those who have a role in their planning and delivery are informed of |
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of national and state or territory regulatory requirements and codes of practice such as consumer protection legislation
- Relevant OH&S and environmental procedures and regulations
- Organisational policies, principles, codes and performance standards
- Risk management as it relates to dealings with customers, and managing potential fall-out from poor customer service
- Performance management systems used in the organisation
- Quality management systems
- Requirements for completing relevant documentation such as reports of customer complaints and resolutions
- Steps involved in planning the work activities

Required skills:
- Communicate and consult with others to ensure excellent customer service is modelled to staff and that customer issues are resolved
- Prepare reports to develop and disseminate information on customer service performance
- Interpret and follow operational instructions and prioritise work
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Deal effectively with unplanned events such as a change in the volume of customer enquiries
- Monitor work activities in terms of planned schedule, particularly in line with agreed time and quality standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Appropriate systems may include:
- quality management
- customer feedback/response

Customer service standards and plans may include:
- response times/delivery times
- protocols to which staff are trained to provide consistent quality service
- quality specifications
Documentation and records may include:
- quality assurance procedures
- emergency procedures
- customer surveys, lists of complaints, reports from staff in relation to customers

Applicable legislation and regulations may include:
- Australian legislation, regulations and codes of practice, including consumer protection legislation
- workplace relations regulations

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLII1909A**

**Provide taxicab customer service**

**Unit Descriptor**
This unit involves the skills and knowledge required to provide customer service to passengers in taxicabs. It includes establishing effective communication, identifying and assessing the needs and expectations of different customers, meeting the identified customer requirements, and dealing with difficult customer situations. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
This unit applies to work carried out in accordance with taxi industry regulations and relevant legislative requirements, including those relating to equal opportunity/anti-discrimination.

Work is performed under general supervision. It involves the application of routine procedures for providing customer service to passengers in taxicabs.

**Competency Field**
I – Customer Service

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Establish contact with customers**

1.1 A welcoming customer environment is created and maintained
1.2 Customers are acknowledged and greeted courteously and politely according to workplace policies and procedures
1.3 Communication with customers is clear, concise and courteous
1.4 Appropriate communication channels are used
1.5 An effective service environment is created through verbal and non-verbal presentation according to workplace policies and procedures
1.6 Cultural diversity and discrimination issues are recognised and applied
1.7 Acceptable and respectful behaviour towards customers is applied

2 **Present a positive organisational/professional image**

2.1 Dress code and personal grooming are maintained to a professional standard in accordance with regulator and workplace requirements
2.2 Vehicle cleanliness and tidiness is monitored and maintained
2.3 All actions taken are in keeping with established requirements and workplace procedures and legislation
3 Identify the needs and expectations of different customers

3.1 Individual customer preferences, needs and expectations are clarified
3.2 Customers with limited mobility are identified, and appropriate attention is given to ensure that their requirements are satisfied
3.3 Communication suited to the situation is used
3.4 Limitations to service provision are identified, communicated to customers, and checked for understanding

4 Meet the identified customer needs and expectations

4.1 Reasonable requests of customers are met in a courteous and timely manner
4.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore satisfaction
4.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction
4.4 Opportunities to enhance the quality of service are taken whenever possible
4.5 Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers

5 Deal with difficult customer situations

5.1 Potentially difficult customer situations are identified
5.2 Conflict situations are dealt with using effective communication skills according to industry and regulatory policies and procedures and customer service protocols
5.3 Incidents are reported to the appropriate personnel according to workplace policies and procedures

6 Apply ethical behaviour

6.1 Ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers and other road users is applied

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant Australian and state/territory transport and taxi regulations, standards and codes of practice
- Relevant OH&S, equal opportunity and anti-discrimination procedures and guidelines
- Procedures and protocols for the provision of taxicab services to customers
- Requirements of workplace systems and operations and relevant equipment
- Risks involved in workplace operations and related precautions to control the risk
- Industry and workplace policies and procedures for the coordination of quality customer service in the taxi industry
• Sources of information and documentation needed when providing taxicab services to customers
• Effective customer service techniques that may include:
  o giving customers full attention
  o active listening
  o maintaining eye contact (for face-to-face interactions)
  o open and/or closed questions
  o speaking clearly and concisely
  o appropriate language style and tone of voice
  o culturally appropriate communication
  o conversing with people with disabilities
  o writing legibly
• Personal presentation requirements
• The taxi driver’s role in presenting a positive image to the public and delivering customer service
• The role of customer service in company profitability
• Typical problems that can occur when providing taxicab services to customers and related appropriate action that can be taken to prevent or solve them
• Relevant taxi transport subsidy scheme for the state or territory
• Services for customers with disabilities
• Security and emergency procedures
• Fare structures

**Required skills:**
• Communicate effectively with others when providing taxicab customer service to customers
• Read and interpret instructions, procedures, information and signs relevant to providing taxicab customer service to customers
• Read and interpret instructions, procedures, information and signs relevant to the provision of taxicab services to customers
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to customer service in the taxi industry
• Work collaboratively with others when applying customer service
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when providing taxicab service to customers, in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when providing taxicab service to customers
• Identify and correctly use equipment, processes and procedures
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Apply relevant codes of practice and legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer contact:

• is typically a single encounter on a one-to-one basis
• includes all points of customer contact before, during and after the journey

Customers may include:

• regular and new customers
• customers with routine and special requests
• people from a range of social, cultural or ethnic backgrounds
• people with varying physical and intellectual abilities, including those with sight and hearing impairments
• people who may be unwell, drug affected and emotionally distressed

Customers with special needs may include:

• international visitors
• pregnant women/nursing mothers
• the elderly
• people with physical and/or intellectual disabilities
• children travelling alone or under supervision
• people with specific cultural or language needs
• parents with young children

Customers with special needs may require transport within the taxicab of:

• guide dog
• walking frame
• walking stick
• foldaway wheel chair
• pram/pusher
• crutches
Difficult customer situations may include:

- abusive, racist or sexual encounters
- lack of ability to speak English by passengers
- aggressive customers
- fare evaders
- drug affected/intoxicated customers
- lack of compliance with no smoking signs
- graffiti in taxi cab by customer

Requirements for dress code and personal grooming may include:

- conforming to company and regulatory requirements for driver appearance and presentation
- wearing a uniform or a standard of dress approved by the company
- maintaining personal grooming and hygiene at a standard that is acceptable to customers within the context of work

Workplace policies and procedures may include:

- customer service standards and procedures, including dealing with customer requests
- quality assurance procedures
- security and emergency procedures
- industry, regulatory and company procedures for dealing with difficult customer situations
- security and emergency procedures codes
- lost property procedures

Regulatory policies and procedures may include:

- relevant national/state/territory transport and taxi regulations
- relevant national/state/territory OH&S regulations and legislation
- relevant national/state/territory equal opportunity and anti-discrimination legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - communicating effectively with a range of customers
identifying the needs of customers
selecting and using appropriate workplace
colloquial and technical language and
communication technologies
adopting ethical behaviour that avoids any
form of sexual harassment, or physical or
mental abuse, or intimidation towards
passengers and other road users
recognising and adapting appropriately to
cultural differences in customers
meeting customer needs
dealing with common customer complaints
and taking steps to avoid them
identifying difficult customer situations and
applying problem solving techniques and
conflict resolution skills where necessary
working effectively with others
maintaining workplace records
maintaining personal appearance
following taxi housekeeping procedures

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies
    and other simulated practical and knowledge
    assessment, and/or
  o access to an appropriate range of relevant
    operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or
    equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a
  registered training organisation
• As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at
    the registered training organisation, and/or
  o in an appropriate range of situations in the
    workplace
**TLI207D**

**Apply customer service skills**

**Unit Descriptor**

This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in accordance with workplace standards and procedures for the provision of customer service.

Work is performed under supervision. It involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations.

**Competency Field**

I – Customer Service

---

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

**1 Deal with customer inquiries**

1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face

1.2 Questions are used to clarify the customer's needs or concerns

1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered

1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs

1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures

**2 Monitor customer satisfaction**

2.1 Customer is greeted cordially in accordance with workplace procedures

2.2 Customer requirements are dealt with according to workplace procedures

2.3 Special needs are addressed within workplace policies

2.4 Appropriate feedback is provided to managers and internal and/or external customers

---

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant duty of care responsibilities
• Relevant OH&S and environmental procedures and regulations
• Workplace procedures relevant to work activities
• Customer service policies and procedures
• Products and/or services provided by the workplace concerned
• Types of operations carried out in the workplace concerned
• Sources of information and documentation needed for workplace operations

**Required skills:**
• Communicate effectively with others when providing customer service, including the use of telephone techniques
• Effectively use interpersonal skills
• Effectively handle customer queries and complaints
• Read and interpret instructions, procedures, information and labels relevant to the provision of customer service
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision of customer service
• Write simple reports and records of inquiries
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when providing customer service
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies and environments
• Work systematically with required attention to detail
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer service is provided:
• in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight

Workplace activities may be conducted:
• by day or night
• in any weather conditions

Customers may be:
• internal or external
Requirements for work may include:

- site restrictions and procedures
- relevant domestic and international regulations
- security procedures
- communications equipment
- hours of operation
- authorities and permits
- use of safety and personal protective equipment

Consultative processes may involve:

- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:

- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established procedures
Documentation/records may include:

- workplace procedures and customer service standards
- job specifications
- operations manuals and instructions
- induction documentation
- competency standards and training materials
- manufacturers specifications, instructions and advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- relevant Australian and international regulations, codes, standards and certification requirements
- OH&S procedures
- quality assurance procedures
- emergency procedures
- customer service manuals

Applicable regulations and legislation may include:

- relevant state/territory and international regulations, codes and procedures
- relevant Australian and international standards and certification requirements
- dangerous goods and hazardous substances codes and regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant anti-discrimination legislation
- relevant privacy and confidentiality legislation
- relevant freedom of information requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII307C  Provide customer service in transport vehicles/vessels

Unit Descriptor
This unit involves the skills and knowledge required to provide customer service for local and overseas passengers in transport vehicles/vessels. This includes monitoring and addressing passenger needs, preparing and delivering commentaries, resolving problems and conflicts involving customers, and liaising with the suppliers of tourism products to ensure appropriate materials and services are obtained and made available to service customer needs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Customer service will be carried out in accordance with tourism and transport industries codes of practice and/or company procedures.

Work will be undertaken with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Customer service involves the application of routine service principles and procedures to fulfil the information, comfort and other needs of both local and overseas tourism customers travelling in transport vehicles/vessels.

Competency Field
I – Customer Service

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

ELEMENT

1 Monitor and address passenger needs

1.1 Circumstances affecting passengers' needs and comfort are monitored and action taken in accordance with company procedures

1.2 Needs of all types of passengers are acknowledged and appropriate assistance provided

1.3 Passengers are advised on the operation of internal vehicle/vessel facilities and the benefits of wearing seat belts, where relevant

1.4 Risks to passenger safety are identified and appropriate action initiated to minimise the risk

1.5 Passengers are suitably advised of any safety risk and the action being taken

1.6 Tact, courtesy, friendliness and patience are demonstrated at all times when dealing with passengers

1.7 Passenger inquiries and requests are received and resolved
1.8 Passenger inquiries and associated action are recorded and reported in accordance with company procedures

2 Prepare and deliver commentaries
2.1 Comprehensive briefings are delivered clearly and precisely
2.2 Commentary presentations are well researched and delivered clearly and at precise timings
2.3 Additional information is provided in response to questions
2.4 Audiovisual equipment is correctly and safely operated, where installed

3 Implement conflict resolution strategies
3.1 Conflict and difficult situations are recognised and fair solutions are negotiated equitably
3.2 Conflicts which are unable to be resolved are referred to a higher authority
3.3 Opportunities to enhance the quality of the service are taken, particularly in conflict situations

4 Communicate with suppliers
4.1 Liaison is maintained with suppliers of tourism products and/or information to obtain accurate and comprehensive information on products available to meet customer needs
4.2 Needs for tourism products and/or information are appropriately communicated to relevant company personnel

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and industry codes of practice concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels
- Relevant OH&S and environmental procedures and regulations
- Company customer service policies and procedures
- Relevant tourism products, services and/or operations
- Route information
- Local knowledge of features, history, landmarks and other items of interest to tourist passengers
- Special needs of persons with disabilities
- Special needs of different community sectors/cultures
- Procedures for the use of audiovisual equipment
- Procedures for the use of communications equipment
- Procedures for the handling of customer questions, complaints and conflicts

Required skills:
• Communicate effectively with others when providing customer service in transport vessels and vehicles
• Interact effectively with passengers
• Read and interpret instructions, procedures, information and signs relevant to the provision of customer service in transport vessels and vehicles
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision of customer service in transport vessels and vehicles
• Operate electronic communication equipment to required protocol
• Conduct presentations to tourist passengers
• Provide leadership in the provision of customer service to tourism passengers
• Work collaboratively with others when providing customer service in transport vessels and vehicles
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when providing customer service in transport vessels and vehicles in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when providing customer service in transport vessels and vehicles
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of customer service in transport vessels and vehicles
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle/vessel may include:

• all transport vehicles/vessels providing services to local and overseas customers that may involve commentaries, answers to questions, and resolution of problems and conflict situations, including coaches, buses, taxis, hire cars, trams, trains, and tourism vessels and ferries on both short or long journeys/voyages, as required
Equipment may include:
- public address audio
- video players and videotapes
- audiotape/CD players and tapes/CDs
- interactive computer/video equipment

Information/documents may include:
- tourism industry codes of practice or recommended procedures
- company instructions and customer service procedures
- tourism information including pamphlets, brochures and booklets
- video and audio cassettes and CDs

Applicable procedures and codes may include:
- relevant state/territory regulations concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels
- relevant state/territory OH&S legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a
registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII407C Manage camping procedures for coaches and buses

Unit Descriptor
This unit involves the skills and knowledge required to manage camping procedures for tour operations including preparing for a camping tour, overseeing the establishment of a camp site, and supervising the vacation of the campsite in accordance with regulations and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and permit requirements pertaining to camping activities conducted as part of tour operations.

Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Work involves the application of routine procedures to manage camping activities across a variety of tour operation contexts.

Competency Field
I – Customer Service

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for camping tour
1.1 Camping equipment requirements are identified and obtained
1.2 All equipment is checked for serviceability and damage prior to commencement of tour
1.3 Damaged items are repaired or replaced in accordance with workplace policy
1.4 All consumables required for the tour are determined and obtained in accordance with workplace procedures prior to commencement of tour

2 Oversee the establishment of the camp site
2.1 A suitable, level campsite is selected
2.2 Unloading of equipment and erection and commissioning of camping equipment is supervised
2.3 Appropriate arrangements are made with the host/cook for meals and other services during camping activity
2.4 Participants are advised of health and safety requirements and precautions including the safe use of fires

3 Vacate the campsite
3.1 The procedures for the vacation of the campsite are supervised in accordance with workplace procedures
3.2 The campsite is inspected for cleanliness and misplaced equipment in accordance with regulations and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulations and permit requirements pertaining to camping activities
- Relevant OH&S and environmental procedures and regulations
- Workplace camping procedures
- Relevant camping equipment and instructions for its use
- Customer service policies and procedures
- Special needs of persons with disabilities
- Special needs of different community sectors and cultures
- Local knowledge including camping areas and facilities
- Typical problems that may arise during the management of camping activities for coaches and buses and action that should be taken
- Procedures to be followed in the event of a camping emergency

Required skills:
- Communicate effectively with others when managing camping activities for coaches and buses
- Handle complaints and conflicts that may arise during the management of camping activities for coaches and buses
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing camping activities for coaches and buses
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise during the management of camping activities for coaches and buses in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Implement contingency plans for unanticipated situations that may occur during the management of camping activities for coaches and buses
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Provide customer service during camping operations
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly use camping equipment
• Monitor condition and performance of camping equipment and take appropriate action if required
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Camping operations are those carried out as part of:
• tour operations, including coaches, buses and other relevant tourism vehicles

Campsite operations may be carried out:
• in any transport environment, including operations conducted at day or night and typical weather conditions

Procedures for the vacation of a campsite may include:
• dismantling of equipment
• cleaning of the equipment and site
• loading of coach/vehicle/trailer
• extinguishing of fires

Camping hazards may include (examples only):
• fire or explosion
• flood
• animals
• poisonous insects, spiders and snakes
• damaged or faulty equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Documentation/records may include:
• relevant state/territory regulations and permit requirements pertaining to camping activities
• workplace camping instructions and procedures
• equipment manufacturers instructions, specifications and recommended procedures, including pre-operational checks of equipment
• emergency procedures
• camping tour log book or record book (where required)
Applicable procedures and codes may include:

- relevant state/territory regulations and requirements pertaining to camping operations
- relevant state/territory OH&S legislation
- relevant state/territory food and health regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII507C  Market services and products to clients

Unit Descriptor
This unit involves the skills and knowledge required to market services and products to clients including recognising and acting upon opportunities to promote products and services, establishing and maintaining contact with clients, and negotiating and closing sales in accordance with statutory retail practice and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves discretion and judgement for self and others in marketing services and products to clients. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for marketing services and products to clients and the provision of leadership of others either individually or in teams.

Competency Field
I – Customer Service

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Recognise opportunities to promote products and services
1.1 Products and services available for on-selling from the enterprise are identified
1.2 Technical specifications and application(s) of products and services are identified
1.3 Applicability of products and or services are matched to particular clients or client groups
1.4 Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements
1.5 Where appropriate, clients are referred to expert personnel or services

2 Establish and maintain contact with clients
2.1 Communication with clients is established and maintained to develop a professional relationship
2.2 Clients are informed of the full range of business products
2.3 Follow-up contacts with clients are made on client request and
3 Negotiate sales

3.1 Potential sales opportunities are recognised and acted upon
3.2 Negotiations with clients maintain enterprise professional standards and client satisfaction

4 Close sales

4.1 Documentation of the agreement is completed in accordance with enterprise policy, incorporating any special requirements
4.2 Contact with customers is maintained until sale is completed
4.3 After-sales service is provided in accordance with enterprise procedures and statutory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulatory requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the marketing of services and products to clients
- Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality
- Strategies to implement continuous improvement processes
- Focus of operation of marketing systems and resources
- Typical problems that can occur when marketing services and products to clients and related appropriate action that can be taken

Required skills:
- Communicate effectively with others when marketing services and products to clients
- Negotiate and work effectively with others
- Read and interpret instructions, procedures and information relevant to the marketing of services and products to clients
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the marketing of services and products to clients
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when marketing services and products to clients
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when marketing services and products to clients in accordance with regulatory requirements and workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
• Identify improvements to services, resource allocation and use
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
• single and multi-site locations
• large, medium and/or small companies

Services, products, risks, work systems and requirements may:
• potentially vary across different sections of the workplace

Operations involve:
• internal and external customer contact and coordination

Products may be:
• existing or potential

Consultative processes may involve:
• existing and potential customers/clients
• other employees and supervisors
• suppliers
• manufacturers
• relevant authorities
• management
• union representatives
• OH&S specialists
• other maintenance, professional or technical staff

Communications systems may involve:
• face-to-face conversation
• telephone
• fax
• email
• electronic data transfer of information (EDI)
• mail
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace procedures for the marketing of services and products
- current and potential customer/client instructions and assessed requirements
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts.
- Resources for assessment include:
  - A range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace.
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and/or equipment, and/or
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - Through appropriately simulated activities at the registered training organisation, and/or
  - In an appropriate range of situations in the workplace.
TLII607D  Provide freight forwarding services to customers

Unit Descriptor
This unit involves the skills and knowledge required to provide freight forwarding services to customers, including dealing with customer freight forwarding inquiries and explaining the processes and parameters of freight forwarding services. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight.

Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine principles and procedures to the provision of freight forwarding services to customers.

Competency Field
I – Customer Service

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Deal with customer freight forwarding inquiries
1.1 Customer inquiries are dealt with courteously and efficiently
1.2 Questions are used to clarify customer requirements, needs or concerns
1.3 Information is accurately conveyed to the customer in a manner consistent with their level of understanding
1.4 Areas not effectively dealt with are forwarded to other workplace personnel or external individuals/authorities in accordance with workplace procedures
1.5 Follow-up procedures are undertaken in accordance with workplace procedures

2 Explain the process of freight forwarding
2.1 The freight forwarding chain of operations is explained to customers
2.2 Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures
2.3 Documentation concerning service provision is forwarded to the customer in accordance with workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant codes of practice and legislative requirements including local and international freight regulations
- Relevant OH&S and environmental procedures and regulations
- Procedures and protocols for the provision of freight forwarding services to customers
- Sources of information and documentation needed when providing freight forwarding services to customers
- Customer service policies and procedures
- Typical problems that can occur when providing freight forwarding services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when providing freight forwarding services to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of freight forwarding services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding services to customers including data entry to a computer
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing freight forwarding services to customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing freight forwarding services to customers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing freight forwarding services to customers
- Monitor work activities in terms of planned schedule
- Apply relevant codes of practice and legislative requirements including local and international freight
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer information may include:

• business structure
• general freight forwarding requirements
• legislative requirements
• information on export clearances
• documentation services
• freight charges

Workplace activities may be conducted:

• by day or night
• in any weather conditions

Customers may be:

• internal or external

Environment may include movement of:

• equipment
• goods
• materials
• vehicular traffic

Requirements for work may include:

• freight forwarding protocols and procedures
• communications equipment
• workplace operations
• authorities and permits
• hours of operation
• relevant regulations

Parameters of freight forwarding services relevant to customer requirements may include:

• procedures for forwarding freight
• type of transport modes
• various consignment methods
• relevant legislative requirements
• required import/export documentation and requirements
• insurance requirements
• service costs
• payment requirements and procedures
• fiduciary and legal responsibilities of either party
Communications systems may involve:
- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:
- other employees and supervisors
- international and domestic agents, suppliers, clients
- relevant authorities and institutions
- management
- OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- manufacturers/client specifications, instructions
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance procedures
- emergency procedures
Applicable procedures and codes may include:

- regulations and codes of practice for the local and international transport of freight
- relevant regulations for the import and export of cargo
- Australian and International Standards and certification requirements
- relevant state/territory OH&S legislation
- relevant regulations pertaining to trading and financial transactions
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - providing information to customers on freight forwarding operations
  - advising on procedures and protocols for forwarding various cargo to different destinations
  - maintaining enterprise records and documentation
  - advising on relevant export regulations and required documentation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLII707E Provide freight forwarding information to customers

Unit Descriptor
This unit involves the skills and knowledge required to provide freight forwarding information to customers in accordance with regulatory and workplace requirements, including dealing with customer freight forwarding inquiries and explaining the process of freight forwarding upon request. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to individuals working as a customs broker. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning freight forwarding.

Work is performed under some supervision generally within a team environment.

This unit is normally packaged at AQF III or above.

Competency Field
I – Customer Service

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Deal with customer freight forwarding inquiries

1.1 Customer inquiries are dealt with courteously and efficiently
1.2 Questions are used to clarify customer requirements, needs or concerns
1.3 Information is accurately conveyed to the customer in a manner consistent with their level of understanding
1.4 Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedures
1.5 Follow-up procedures are undertaken in accordance with enterprise procedures

2 Explain the process of freight forwarding

2.1 The freight forwarding chain of operations is explained to customers
2.2 Parameters of service relevant to customer requirements are explained in accordance with workplace procedures
2.3 Handling and documentation requirements for various types of goods are explained to customers including dangerous goods and hazardous substances
2.4 Documentation concerning service provision is forwarded to the customer in accordance with enterprise procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international codes and regulations relevant to freight forwarding, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the provision of freight handling information to customers
- Focus of operation of work systems, equipment, management and site operating systems for the provision of freight handling information to customers
- Problems that may occur when providing freight handling information and appropriate action that can be taken to prevent or resolve the problems
- Types of transport used in international trade and knowledge of the most economical modes of transport for different situations
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Documentation requirements for the freight handling services including workplace freight tracking system
- Freight transport timetables, yard and terminal facilities, and site layout
- Housekeeping standards procedures required in the workplace

Required skills:

- Communicate effectively with others when providing freight forwarding information
- Read and interpret instructions, procedures, information and labels relevant to the provision of freight forwarding information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of freight forwarding information
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing freight forwarding information
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when providing freight handling information in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when providing freight forwarding information
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer, communication and office equipment when providing freight handling information
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Work may be conducted: in a range of work environments
  - by day or night
- Customers may be: internal or external
- Workplaces may comprise: large, medium or small worksites
- Work may be conducted in: limited or restricted spaces
  - exposed conditions
  - controlled or open environments
- Freight may include: all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
- Parameters of freight forwarding service that may be explained to customers include:
  - procedures for forwarding freight
  - type of transport modes
  - various consignment methods
  - relevant legislative requirements
  - required import/export documentation and requirements
  - insurance requirements
  - service costs
  - payment requirements and procedures
  - fiduciary and legal responsibilities of either party
- Customer information may include:
  - business structure
  - general freight forwarding requirements
  - legislative requirements
  - information on export clearances
  - documentation services
  - freight charges
| Hazards in the work area may include: | • exposure to chemicals  
• exposure to dangerous or hazardous substances  
• movements of equipment, goods, materials and vehicular traffic |
| Consultative processes may involve: | • other employees and supervisors  
• suppliers, customers and clients  
• drivers and agents  
• relevant authorities and institutions  
• management and union representatives  
• industrial relations and OH&S specialists  
• other maintenance, professional or technical staff |
| Communication in the work area may include: | • phone  
• electronic data interchange (EDI)  
• fax  
• email  
• internet  
• RF systems  
• oral, aural or signed communications |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | • company procedures  
• enterprise procedures  
• organisational procedures  
• established procedures |
| Personal protective equipment may include: | • gloves  
• safety headwear and footwear  
• safety glasses  
• two-way radios  
• high visibility clothing |
Information/documents may include:

- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the transport of goods
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant sections of Customs legislation, regulations and codes for the transport of freight
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and international Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and international explosives codes
- privacy legislation
- water and road use and license arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - reading and interpreting freight documentation
  - providing information to customers on freight forwarding operations
  - maintaining enterprise records and documentation
  - advising on relevant export regulations and required documentation
  - advise on procedures and protocols for forwarding various cargo to different destinations

Context of and specific

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLII807C**  
**Monitor transport activities at interchanges**

**Unit Descriptor**  
This unit involves the skills and knowledge required to monitor transport activities at interchanges including monitoring transport and passenger movements, identifying and attending to coordination problems, and informing customers of irregularities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in accordance with relevant workplace procedures.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures and regulatory requirements to the monitoring of transport activities at interchanges.

**Competency Field**  
I – Customer Service

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1** Monitor transport and passenger movements | 1.1 Passenger and vehicle movements are monitored and recorded following workplace procedures  
1.2 Passenger and vehicle movement irregularities are identified and recorded and possible solutions are provided  
1.3 Timetables are monitored to identify variations and recommend where action is required  
1.4 Documentation is completed in accordance with workplace requirements to maintain transport movement records |
| **2** Identify coordination problems | 2.1 Problems with services coordination are reported promptly and possible solutions are submitted to the relevant authority  
2.2 Irregularities with internal systems are reported promptly according to organisation procedures |
| **3** Inform customers of irregularities | 3.1 Communications systems and equipment are operated in accordance with workplace policies and procedures to make necessary announcements  
3.2 Passengers are informed of irregularities and service changes promptly, clearly and courteously  
3.3 Transport service adjustments are conveyed to transport system staff |
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when monitoring transport activities at interchanges and related precautions to control the risk
- Organisation's transport services
- Complementary transport services
- Fare structures
- Concessional privileges
- Timetables
- Organisational policies and procedures
- Customer service requirements
- Typical problems that can occur monitoring transport activities at interchanges and related appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when monitoring transport activities at interchanges
- Handle and resolve conflict situations
- Read and interpret instructions, procedures, information and signs relevant to the monitoring of transport activities at interchanges
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of transport activities at interchanges
- Operate electronic communication equipment to required protocol, including radio systems
- Calculate fares
- Work collaboratively with others when monitoring transport activities at interchanges
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when monitoring transport activities at interchanges in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when monitoring transport activities at interchanges
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring of transport activities at interchanges
- Organise staff deployment
- Manage stress when monitoring transport activities at interchanges
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Manage barrier operation
• Validate tickets
• Use basic mechanical skills required when monitoring transport activities at interchanges
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Interchange operation embraces facilities used by:
• the organisation for the transfer of customers from one type of transport service to another or between services

Equipment may include:
• communication equipment
• video/audio equipment
• computer and related office equipment
• timetables and service information

Timetable variation refers to:
• services falling outside the boundaries used by the transport system in monitoring the compliance to scheduled services

Communications systems used can include:
• public address system
• telephone
• two-way radio

Internal systems include:
• timetables
• electronic equipment
• communications equipment

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:

- workplace policies, standards and procedures
- information from observation of passenger and vehicle movement
- transport timetables
- transport service information
- communication with other personnel
- relevant regulations concerning transport operations
- competency standards and training materials
- quality assurance procedures
- security and emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations and legislation concerned with revenue protection within transport systems
- relevant state/territory OH&S regulations and legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of
practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLII907C  Provide on-board services to customers

Unit Descriptor
This unit involves the skills and knowledge required to provide on-board services to customers including establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for the identified customer requirements in accordance with company procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed individually, and guidance or advice is available where necessary.

Work involves the application of routine workplace procedures to the provision of on-board services to customers on transport vehicles/vessels.

Competency Field
I – Customer Service

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Establish effective communication with customers
1.1 All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate
1.2 All communications with customers are conducted in a manner which is consistent with organisation's policy

2 Identify and assess the needs and expectations of different customers
2.1 Individual customer needs and expectations are identified so that appropriate products and services may be provided
2.2 Customers with special needs are identified and appropriate attention is given to ensure that their requirements are satisfied
2.3 Limitations to service provision are identified, communicated to customers, and checked for understanding

3 Provide the identified customer requirement
3.1 All needs and reasonable requests of customers are met in a consistent and timely manner
3.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill
3.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction
3.4 Opportunities to enhance the quality of service are taken whenever possible
3.5 Information regarding both anticipated and unanticipated
problems and delays is promptly communicated to customers

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Details of on-board services provided to customers
- Organisation's transport services
- Procedures for the use of communications equipment
- Fare structures
- Concessional privileges
- Timetables
- Organisational policies and procedures
- Customer service requirements
- Services for customers with disabilities
- Typical problems that can occur when providing on-board services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when providing on-board services to customers
- Handle and resolve conflict and grievance situations that may arise during the provision of on-board services to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of on-board services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of on-board services to customers
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing on-board services to customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when providing on-board services to customers in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when providing on-board services to customers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of on-board services to customers
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Complete transactions and revenue protection activities during the provision of on-board services to customers
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in restricted spaces or exposed conditions or controlled or open environments
• in a range of weather conditions
• by day or night

Equipment may include:
• use in restricted spaces or exposed conditions or controlled or open environments
• office equipment
• communication equipment
• computer software

On-board service applies to:
• all long distance rail/coach/bus trips
• all points of customer contact before, during and after the journey
• all internal, external and potential customers

Customers with special needs include:
• international visitors
• pregnant women
• the elderly
• physically and/or mentally disabled persons
• children travelling alone or under supervision

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:  
- workplace policies and procedures  
- customer requests  
- customer service standards and procedures  
- competency standards and training materials  
- quality assurance procedures  
- security and emergency procedures

Applicable regulations and legislation may include:  
- relevant state/territory transport regulations  
- relevant state/territory OH&S regulations and legislation  
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:  
  o the underpinning knowledge and skills  
  o relevant legislation and workplace procedures  
  o other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts  
- Resources for assessment include:  
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or  
  o access to an appropriate range of relevant operational situations in the workplace  
- In both real and simulated environments, access is required to:  
  o relevant and appropriate materials and/or equipment, and/or  
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation  
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests  
- Practical assessment must occur:
Provide on-board services to customers

- through appropriately simulated activities at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
TLIJ107C  Apply quality procedures

Unit Descriptor
This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. It involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry.

Competency Field
J – Quality

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Apply quality concepts
1.1 Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs
1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures
1.3 Basic quality concepts are applied to work activities

2 Trial improvements
2.1 Improvements to work processes are planned and trialled
2.2 Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements

3 Implement improvements
3.1 Improvement initiatives trialled and confirmed as successful are implemented in accordance with enterprise procedures
3.2 Work is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Workplace quality assurance and improvement principles and procedures
- Relevant OH&S procedures and guidelines
• Housekeeping standards and procedures required in the workplace
• Workplace or site layout
• Focus of operation of work systems, equipment or management, site and organisational operating procedures
• Typical quality-related problems that may arise in work operations and products, and related options for action and solutions
• Impact of job on enterprise and individual performance

**Required skills:**
• Communicate effectively with others when applying quality procedures and standards
• Read and interpret instructions and information relevant to quality procedures and standards
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to quality procedures and standards
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when applying quality procedures and standards
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified quality-related problems in accordance with workplace procedures
• Monitor work activities in terms of quality procedures and standards and take appropriate action where required
• Modify quality assurance activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and use equipment, processes and procedures required within the context of the job concerned

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:
• in a range of work environments
• by day or night
• in a range of typical weather conditions

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites
Work may be conducted in a range of work contexts and may include:

- restricted spaces
- exposed conditions
- controlled or open environments
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Consultative processes may involve:

- other workplace personnel
- management
- union representatives
- industrial relations personnel
- OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations
- water and road use and licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIJ207C  Apply quality systems

Unit Descriptor
This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant regulations and workplace quality standards.

Work is performed under some supervision, generally within a team environment.

It involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities.

Competency Field
J – Quality

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Work within a quality improvement system
1.1 Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system
1.2 Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures

2 Use quality improvement systems, tools and techniques
2.1 Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures
2.2 Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers
2.3 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

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Workplace quality assurance and improvement principles and procedures
• Quality improvement tools and methods
• Relevant OH&S procedures and guidelines
• Housekeeping standards and procedures required in the workplace
• Workplace or site layout
• Focus of operation of work systems, equipment or management, site and organisational operating procedures
• Typical quality-related problems that may arise in work operations and products and related options for action and solutions
• Impact of job on enterprise and individual performance

**Required skills:**
• Communicate effectively with others when applying and implementing quality systems
• Read and interpret instructions, procedures and information relevant to the application and implementation of quality systems
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the application and implementation of quality systems
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when applying and implementing quality systems
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when applying and implementing quality systems in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur during the application and implementation of quality systems
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application and implementation of quality systems
• Monitor work activities in terms of standards and processes of the quality system concerned
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use quality improvement tools and methods
• Identify and use equipment, processes and procedures required within the context of the job concerned
• Operate and adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:
- in a range of work environments
- by day or night
- in a range of typical weather conditions

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Work may be conducted in a range of work contexts and may include:
- restricted spaces
- exposed conditions
- controlled or open environments
- exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles

Quality improvement tools may include a range of techniques including:
- product sampling and testing
- monitoring of operational performance
- fault/problem analysis
- client surveys
- trials of quality improvement initiatives

Consultative processes may involve:
- other workplace personnel
- management
- union representatives
- industrial relations personnel
- OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- manifests, bar codes, goods and container information/serial number
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and associated regulations
- water and road use and licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIJ307C  Apply grain protection measures

Unit Descriptor
This unit involves the skills and knowledge required to apply grain protection procedures within grain storage facilities in accordance with workplace procedures including identifying required pest control measures, preparing for application of pest control measures, monitoring application of pest control measures, ventilating fumigated storages, and maintaining records in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to grain storage operations.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when applying grain protection measures as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Competency Field
J – Quality

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for application of pest control measures

1.1 Legal and workplace requirements for fumigation are followed in accordance with work order
1.2 Fumigation/spray application requirements are followed using silo and grain storage information in accordance with manufacturers instructions
1.3 Written records are confirmed by site measurements and observations
1.4 Access and site specific safety requirements to meet legislation and workplace instructions are determined
1.5 Equipment is checked for conformance to workplace requirements and manufacturers specifications
1.6 Where applicable, storage is checked for gas-proofing in accordance with manufacturers and workplace instructions prior to fumigation

2 Apply pest control measures

2.1 Personal protective equipment and engineering controls are used as instructed
2.2 Fumigant and spray applications are applied in accordance with manufacturers and workplace instructions
2.3 Warning signs are placed in accordance with legislative and
workplace requirements
2.4 Application is monitored to ensure effectiveness of operation
2.5 Empty fumigant containers are returned to the manufacturer, retailer or disposed of in accordance with legislative and workplace requirements
2.6 Baits are prepared in accordance with legislation and manufacturers instructions
2.7 Baits are placed in accordance with site requirements and manufacturers instructions

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the application of grain protection measures in grain storage facilities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the application of grain protection measures
- Problems that may occur when applying grain protection measures and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Characteristics of commodity types, varieties and grades, and their identification
- Emergency response procedures
- Storage and safe handling procedures for fumigants, chemicals and other grain protection materials
- Procedures for environmental control and disposal activities
- Site layout and obstacles

Required skills:
- Communicate effectively with others when applying grain protection measures
- Read and interpret instructions, procedures information and labels relevant to the application of grain protection measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application of grain protection measures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying grain protection measures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when applying grain protection measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when applying grain protection measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the application of grain protection measures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Set up and maintain grain protection equipment
- Identify, select and efficiently and effectively use equipment needed when applying grain protection measures
- Identify pests that infest grain in grain storage facilities
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Work is carried out in accordance with:
- required OH&S procedures
- hazard control strategies, including the use of personal protective equipment
- manufacturers instructions and labels for the use of fumigants and pest control chemicals

Pest control activities may include:
- spraying
- baiting
- use of controlled fumigants

Fumigation inert gas may be for the purposes of:
- treating identified pests
- for meeting grain quality standards
Pest control agents: must be used in accordance with relevant Commonwealth, state or territory legislation

Hazards in the work area may include exposure to:
- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:
- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications, labels and instructions for fumigants, chemicals and equipment
- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment**

- The evidence required to demonstrate competency in
this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIJ407C Implement grain monitoring measures

Unit Descriptor
This unit involves the skills and knowledge required to implement grain monitoring measures within grain storage facilities in accordance with workplace procedures, including installing and checking grain quality control equipment, and monitoring the quality of stored commodities in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to grain storage operations.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when implementing grain monitoring measures as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Competency Field
J – Quality

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Install grain quality control equipment
1.1 Procedures for maintaining the quality of stored grain are identified from work plans and considering climatic conditions, types of storage and general environment
1.2 Aeration equipment (where required) is installed to workplace and site requirements to maintain appropriate grain temperature and moisture content
1.3 Inspection/sampling equipment and procedures are confirmed and implemented in accordance with workplace procedures
1.4 Equipment is checked to ensure correct set-up and operation
1.5 Equipment is maintained in accordance with workplace requirements and manufacturers instructions
1.6 Rectification of faults in equipment is undertaken in accordance with workplace procedures

2 Monitor the quality of stored commodities
2.1 Stored commodities and associated facilities are inspected for signs of damage or potential for damage
2.2 Required repairs to facilities are reported to appropriate personnel for action
2.3 Monitoring for pest infestations and climatic contamination/damage to grain is regularly completed in accordance with workplace sampling/inspection procedures
2.4 Results of sampling/inspections are recorded and reported in accordance with workplace procedures
2.5 Follow-up action to protect grain quality is undertaken in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the implementation of grain monitoring measures in grain storage facilities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the implementation of grain monitoring measures
- Problems that may occur when implementing grain monitoring measures and appropriate action that can be taken to resolve the problems
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Classification procedures
- Emergency response procedures
- Storage and safe handling procedures
- Procedures for environmental control and disposal activities
- Site layout and obstacles

Required skills:
- Communicate effectively with others when implementing grain monitoring measures
- Read and interpret instructions, procedures, information and labels relevant to the implementation of grain monitoring measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation of grain monitoring measures
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when implementing grain monitoring measures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when implementing grain monitoring measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when implementing grain monitoring measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the implementation of grain monitoring measures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Set up and maintain grain protection equipment
• Identify, select and efficiently and effectively use equipment needed when implementing grain monitoring measures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Workplace environment may include movement of:
• equipment
• goods
• products
• materials
• vehicular traffic

Inspection/sampling processes may include:
• turning
• visual inspection
• hand sampling
• grain sieves
• robes and spears
• trapping

Problems identified in commodities and facilities may include:
• presence of water or water damage
• presence and activity of pests
• dead vertebrate pests in stored grain
• damage or deterioration of storage facility
• storm damage
• inappropriate grain temperature and moisture levels
Types of storage and environment may include:

- permanent and/or temporary storage
- fixed and/or portable commodity handling equipment
- site buildings
- haulage vehicles
- rail loops
- walkways and access points in buildings and facilities
- site surroundings

Grain aeration involves:

- set-up, maintenance, operational control and dismantling of equipment

Hazards in the work area may include exposure to:

- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:

- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications
Consultative processes may involve:

- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications and instructions
- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIJ507C  Sample, inspect and test products to specifications

Unit Descriptor
This unit involves the skills and knowledge required to sample, inspect and test products to specification including establishing specifications and test procedures, selecting evidence, conducting and interpreting tests, and reporting findings. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant regulations, codes of practice, Australian standards and workplace quality standards.

Work is performed under limited or minimum supervision, generally within a team environment. Discretion and judgement are exercised in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures.

Work involves the application of quality assurance principles and procedures to the sampling, inspection and testing of products as part of operations in the warehousing, storage, transport and distribution industries.

Competency Field
J – Quality

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Establish specifications and test procedures
1.1 Product quality specifications and required outcomes are read, drawings interpreted and test parameters are identified
1.2 Test methods for each required test parameter are identified and the most efficient test method is noted
1.3 Requirements for testing by personnel external to the work area are identified and appropriate permission is obtained
1.4 Sampling, inspection and testing are conducted in accordance with hazardous substances regulations

2 Select evidence
2.1 Appropriate conforming and/or non-conforming products, materials and/or waste are selected for testing
2.2 Observations of operators and copies of procedures are collected

3 Conduct and interpret
3.1 Tests are conducted following workplace procedures,
Tests including quality assurance procedures, and the results are documented as required

3.2 Emergency procedures are identified and engaged in the event of an incident

3.3 Comparisons of all data collected are made

3.4 Any recommendations are noted and considered for feasibility

3.5 Equipment is maintained in accordance with workplace and manufacturers requirements

4 Report findings

4.1 Findings of tests are documented in accordance with workplace procedures

4.2 Potential or existing problems and appropriate recommendations are proposed and reported either orally and/or in writing

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, codes of practice and Australian standards
- Workplace quality assurance principles and procedures
- Relevant OH&S procedures and guidelines
- Workplace quality procedures for the sampling, inspection and testing of products
- Quality standards and test/inspection criteria for the products concerned
- Workplace or site layout
- Focus of operation of work systems, equipment or management, site and organisational operating procedures
- Typical sampling/testing problems that may arise in work operations and products and related options for action and solutions
- Impact of job on enterprise and individual performance
- Housekeeping standards and procedures required in the workplace

Required skills:

- Communicate effectively with others when sampling, inspecting and testing products to specifications
- Read and interpret instructions, procedures, information and signs relevant to the sampling, inspecting and testing of products to specifications
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the sampling, inspecting and testing of products to specifications
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when sampling, inspecting and testing products to specifications
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems that are identified when sampling, inspecting and testing products to specifications in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when sampling, inspecting and testing products to specifications
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the sampling, inspecting and testing of products to specifications
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and use equipment, processes and procedures required within the context of the job concerned
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

• in a range of work environments
• by day or night
• in a range of typical weather conditions

Customers may be:

• internal or external

Workplaces may comprise:

• large, medium or small worksites

Sampling/testing operations may be conducted in a range of work contexts and may include:

• restricted spaces
• exposed conditions
• controlled or open environments
• exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles
Consultative processes may involve:

- other workplace personnel
- management
- union representatives
- industrial relations personnel
- OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- quality assurance procedures and standards
- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- workplace procedures and policies
- manufacturers instructions concerning the use of equipment and/or materials
- supplier and/or client instructions
- material safety data sheets
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- OH&S policy and procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes of practice and regulatory requirements
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations
- water and road use and relevant licence arrangements
- relevant patent or copyright arrangements
- dangerous goods and air freight regulations
- relevant export/import/quarantine/bond requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIJ607C**  
**Unit Descriptor**  
This unit involves the skills and knowledge required to implement grain protection procedures within grain storage facilities in accordance with workplace procedures including identifying required pest control measures, preparing for application of pest control measures, monitoring application of pest control measures, ventilating fumigated storages, and maintaining records in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Work must be carried out in accordance with regulations and workplace requirements relevant to grain storage operations.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when implementing grain protection measures as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

**Competency Field**  
J – Quality

---

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Identify required pest control measures**  
   1.1 Stored grain is checked for live or dead pests in accordance with workplace procedures
   1.2 Pest infestation information, including prevalence, type and location, is gleaned from observation
   1.3 Actual and potential damage to stored grain is assessed and documented
   1.4 Pests causing or likely to cause damage are identified
   1.5 Appropriate form of protection and/or pest control is determined in accordance with workplace procedures
   1.6 Pest control measures are arranged and/or implemented in accordance with workplace requirements

2. **Plan and prepare for application of pest control measures**  
   2.1 Spray application and inert atmosphere/fumigation requirements and application procedures are confirmed in accordance with legislative, workplace and customer requirements
   2.2 Quantity and form of gas/liquid required and exposure period is determined from silo and grain storage information and matched to manufacturers instructions
   2.3 Method of application is determined based on the type of pest
to be controlled and site arrangements
2.4 Exposure period is determined from pest(s) to be controlled and storage specifications
2.5 Written records of site are confirmed by site measurements and observations
2.6 Access and site specific safety requirements, including appropriate signage, are coordinated to meet legislation and workplace procedures
2.7 Equipment and personnel appropriate to the task are organised
2.8 Storage is sealed in accordance with manufacturers and workplace instructions and appropriately tested as required

3 Monitor application of pest control measures
3.1 Application is undertaken in accordance with manufacturers instructions, workplace procedures and regulatory framework
3.2 Suitable emergency equipment and personnel are coordinated on site during fumigation in accordance with workplace instructions
3.3 Selected process is monitored for effectiveness in accordance with manufacturers and workplace instructions
3.4 Tests are made to determine leakage of gas, and corrective action taken where this exceeds workplace limits

4 Ventilate fumigated storages
4.1 Where used, pressure equipment and/or generation equipment are shut down when requested in accordance with workplace procedures
4.2 Ventilation procedures appropriate for the storage type are implemented in accordance with workplace procedures
4.3 Tests to legislative and workplace instructions are made to ensure gas has been dispersed before personnel are allowed to enter the storage
4.4 Warning signs and emergency equipment are removed when gas has dispersed to safe levels
4.5 Stored grain is checked for evidence of live and dead pests in accordance with workplace requirements
4.6 Empty gas/fumigant containers are returned to the manufacturer, retailer or disposed of in accordance with legislative and workplace requirements

5 Maintain records
5.1 Records of pest control activities are made and stored in accordance with legislative and workplace requirements
5.2 Pest control operations and results are reported in accordance with workplace requirements
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations relevant to the implementation of grain protection measures in grain storage facilities
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the implementation of grain protection measures
• Problems that may occur when implementing grain protection measures and appropriate action that can be taken to resolve the problems
• Equipment applications, capacities, configurations, safety hazards and control mechanisms
• Procedures and precautions when preparing grain protection agents
• Classification procedures
• Emergency response procedures
• Storage and safe handling procedures for fumigants, chemicals and other grain protection materials
• Procedures for environmental control and disposal activities
• Site layout and obstacles

Required skills:
• Communicate effectively with others when implementing grain protection procedures
• Read and interpret instructions, information and labels relevant to grain protection procedures
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when implementing grain protection procedures
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing grain protection procedures in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when implementing grain protection procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Set-up and maintain grain protection equipment
• Identify, select and efficiently and effectively use equipment needed when implementing grain protection measures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify pests that infest grain in grain storage facilities
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic

Work is carried out: • in accordance with required OH&S procedures and hazard control strategies, including the use of personal protective equipment and manufacturers instructions and labels for the use of fumigants and pest control chemicals

Pest control activities may include: • spraying
• baiting
• use of controlled and generally available substances
• fumigation
• inert atmosphere operations

Fumigation inert gas may be: • for the purposes of treating identified pests or for meeting grain quality standards. Application of fumigant inert gas includes the calculation of volumes and weight of stored grain

Pest control agents must be used: • in accordance with relevant Commonwealth, state or territory legislation
Hazards in the work area may include exposure to:

- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Requirements for work may include:

- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications, labels and instructions for fumigants, chemicals and equipment
- material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment

- The evidence required to demonstrate competency in
This unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLI707C**

**Conduct internal quality audits**

**Unit Descriptor**

This unit involves the skills and knowledge required to conduct internal quality audits in accordance with relevant regulatory requirements and workplace procedures including preparing for internal audit, scheduling internal audit, conducting audit and documenting findings, and reporting audit results in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

**Competency Field**

J – Quality

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Prepare for internal audit**

1.1 Benchmarks for the quality audit are established/identified

1.2 Procedures required to be audited are identified and implications of non-conformance estimated

1.3 Technical and/or calibration requirements for audits are noted and (where necessary) appropriate support personnel are identified

1.4 Production schedules are examined to identify appropriate schedule for audit

2. **Schedule internal audit**

2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes
2.2 Audit frequency is adjusted based on importance of activities to the business unit, process or workplace changes or customer feedback.

2.3 Contact is made with appropriate personnel and relevant appointments for the audit are made.

3 Conduct audit and document findings

3.1 Methods for the conduct of the audit are established and confirmed.

3.2 Observations and interviews are conducted with (any) required approved third party.

3.3 Documentation of observations and interview responses is completed.

4 Report audit results

4.1 Audit results are discussed with personnel associated with the procedures or standards audit.

4.2 Audit reports indicate compliances noted.

4.3 Non-compliance reports indicate location, relevant standard or procedure, and supporting evidence.

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements including the Australian Dangerous Goods Code where applicable.
- Relevant OH&S and environmental protection procedures and regulations.
- Workplace procedures for the conduct of internal quality audits.
- Problems that may occur during the conduct of internal quality audits and action that can be taken to resolve or report the problems.
- Risks and hazards related to the conduct of internal quality audits and ways of controlling the risks involved.
- Focus of operation of work systems, resources, management and workplace operating systems.
- Equipment applications, capacities, configurations, safety hazards and control mechanisms.
- Enterprise business policies and plans including procedures for identification of non-compliance and best practice.
- Application of relevant Australian Standards and certification requirements.
- Quality procedures and implementation strategies.
- Resource availability including the competencies of individuals in the team/group.
- Understanding and knowledge of the application of current competencies within functional activity.
- Coaching and mentoring approaches to support team members to share knowledge and skills.
- Relevant workplace documentation procedures.
Required skills:

- Communicate effectively with others when conducting internal quality audits
- Read and interpret instructions, procedures, information and signs relevant to the conduct of internal quality audits
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of internal quality audits
- Operate electronic communication equipment to required protocol
- Provide leadership to others
- Work collaboratively with others when conducting internal quality audits
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when conducting internal quality audits in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting internal quality audits
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of internal quality audits
- Plan and organise activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate application of technology, information systems and procedures
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:  
- in various work environments in the sections of the warehousing, storage, transport and distribution industries

Customers may be:  
- internal or external

Operations may be conducted:  
- by day or night

The workplace environment may involve:  
- twenty-four hour operation
  - single and multi-site location
  - large, medium and small workplaces
Audits may cover: • aspects of services, products, risks, work systems and workplace

Quality audits may be conducted: • as part of enterprise, site or licence requirements

Audits may be conducted: • alone or in conjunction with other staff from the enterprise
   • using external personnel

Hazards may include: • confined spaces
   • hazardous or dangerous materials/goods
   • contamination of, or from, goods/materials being transported/stored
   • fire/explosions
   • noise, light, energy sources
   • stationary and moving machinery, parts or components
   • moving vehicles

Communication in the work area may include: • phone
   • electronic data interchange (EDI)
   • fax
   • email
   • internet
   • RF communications
   • barcode readers
   • oral, aural or signed communications

Requirements for work may include: • site restrictions and procedures
   • use of safety and personal protective equipment
   • systems and facilities for controlling storage environments
   • specialised lifting and/or handling equipment
   • incident/accident breakdown procedures
   • additional gear and equipment
   • noise restrictions
   • hours of operations
   • authorities and permits
   • communications equipment

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
Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities and institutions
- government instrumentalities and
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- Australian and international codes of practice and regulations relevant to workplace activities, including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications for equipment and environmental control systems
- suppliers handling and storage advice
- quality and customer service standards and procedures
- material safety data sheets
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- relevant Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant codes and regulations including ADG Code where applicable
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
Practical assessment must occur:
- through appropriately simulated activities at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
TLIJ807A Implement and monitor inbound QA systems

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor inbound quality assurance systems. It includes planning for inbound quality assurance; and performing and evaluating inbound quality assurance procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
J – Quality

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan for inbound quality assurance
1.1 Inbound product/s for quality audit are identified alongside resources required to perform the quality audit efficiently and effectively
1.2 Quality audit objectives are determined and discussed with those responsible for carrying them out
1.3 Proposed methods and techniques to be applied are clearly understood and implemented

2 Perform inbound quality assurance procedures
2.1 Resources required to perform the quality audit efficiently and effectively are accessed
2.2 The quality of the product is checked as prescribed in work instructions
2.3 Problems that affect or could potentially affect quality are reported to relevant person
2.4 Records are kept according to enterprise quality assurance policy

3 Evaluate inbound quality assurance procedures
3.1 Outcomes of implementing quality assurance procedures are assessed against quality assurance target levels
3.2 Suggestions for improvements of quality assurance procedures are made according to organisation policy and procedures
3.3 Outcomes of the quality assurance is discussed with client and all other relevant parties
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant sections of national and state or territory regulatory requirements and codes of practice
• Relevant OH&S and environmental procedures and regulations
• Various approaches to quality assurance, such as Total Quality Management, and the strengths and limitations of each when applied in this context
• Requirements for completing relevant documentation such as checklists, schedules and internal audit reports
• Code of practice for working collaboratively with others
• Typical defects that can occur and related action that should be taken
• Steps involved in planning the work activities
• Procedures to be followed in the event of an emergency

Required skills:
• Communicate effectively with others when completing work activities
• Read and interpret instructions, procedures, information and signs relevant to work activities
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Implement contingency plans for unplanned events
• Modify activities depending on differing operational contingencies, risk situations and environments without compromising quality

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Quality assurance methods and techniques may include:
• analysis
• sampling
• scanning
• evaluating the effectiveness of system controls
• questioning
• tracing
• trend analysis
Assessment objectives may include:

- evaluation of level of compliance with existing contract
- compliance with contractual and/or legislative requirements
- measuring performance in achieving quality objectives and confirming the effectiveness of the implemented quality system in meeting specified objectives
- identifying areas of potential improvement

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- relevant OH&S and environmental protection regulations
- quality assurance procedures
- relevant Australian Standards and certification requirements
- outcomes or reports of quality audits or assessments

Applicable legislation and regulations may include:

- Relevant sections of national and state or territory regulatory requirements and codes of practice
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIK107C  Use infotechnology devices and computer applications in the workplace

Unit Descriptor
This unit involves the skills and knowledge required to use infotechnology devices and computer applications in the workplace including identifying computer equipment and systems, setting up and shutting down equipment for use, and inputting, retrieving and presenting files/data in accordance with work requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of computer equipment in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures for the use of computers for information management in the transport and distribution industry.

Competency Field
K – Computers and Technology

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify infotechnology/computer equipment and systems
1.1 Types of computerised equipment used in the work area are identified
1.2 Functions of equipment, component parts and accessories are identified
1.3 Applications for workplace activities of the different infotechnology systems and related software are interpreted
1.4 Routine faults in operating systems, software applications and operator errors are identified
1.5 Sources of information on rectifying faults and operating equipment, systems and application are identified

2 Set up and shut down equipment for use
2.1 Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used
2.2 Computer is booted, logged on and checked where required for viruses
2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines
2.4 Operating manuals and/or help screens for infotechnology
equipment and software are used to inform work practices
2.5 Software packages and accessories for required application are selected and accessed
2.6 Required file and/or data to be accessed is identified
2.7 Files/data are saved prior to shut-down
2.8 Shut-down procedures for files, applications and equipment are followed

3 Input, store, retrieve and present files/data
3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader or other system
3.2 Accurate input is confirmed
3.3 Files are created and/or saved in accordance with workplace procedures
3.4 Data is manipulated to suit work requirements and checked for accuracy
3.5 Appropriate printers are accessed and print-preview facilities used
3.6 Files are transferred from drive to drive within workplace policies and guidelines
3.7 Saved files are accessed through relevant directories
3.8 Information and disk(s) are stored where appropriate
3.9 Information is presented using computerised projection facilities where required

4 Implement workplace procedures for management and security of data
4.1 Security procedures are followed as required
4.2 Information systems are managed in accordance with workplace procedures and manufacturers guidelines
4.3 Precautions against the loss or corruption of data are followed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace
- OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
- Workplace procedures for the use of computer equipment and application software appropriate for work role
- Typical problems that can occur when using infotechnology devices and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them
- Housekeeping standards and procedures required in the workplace
• Workplace or site layout

**Required skills:**

• Communicate effectively with others when using infotechnology devices and computer applications in the workplace
• Read and interpret instructions, procedures, information and manuals relevant to the use of infotechnology devices and computer applications in the workplace
• Interpret and follow operational instructions and prioritise work
• Complete electronic documentation through the use of infotechnology devices and computer applications in the workplace
• Identify and use computer equipment, software, processes and procedures required within the context of the job
• Work collaboratively with others when using infotechnology devices and computer applications in the workplace
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using infotechnology devices and computer applications in the workplace in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when using infotechnology devices and computer applications in the workplace including the use of security and backup software and procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when using infotechnology devices and computer applications in the workplace
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Adapt to differences in software and equipment in accordance with standard operating procedures
• Maintain eye-hand coordination

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

• in a range of work environments
• by day or night
• in a range of typical weather conditions

Customers may be:

• internal or external

Workplaces may comprise:

• large, medium or small worksites
Use infotechnology devices and computer applications in the workplace

Work may be conducted:
- in a range of work contexts

Infotechnology/computer equipment may include:
- keyboards
- monitors
- bar code readers
- printers
- central processors
- networks (including intranet and internet)
- CD-ROM drives
- floppy disk drives
- radio frequency devices
- computer driven projectors

Computer applications may include:
- word processors
- inventory control and stock management systems
- electronic data interchange (EDI) systems
- information databases and storage systems
- invoicing and payment systems
- manifests control systems
- work organisation systems
- internet browsers
- computerised presentation software

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- manufacturers instructions concerning the use computing equipment
- workplace procedures and policies for the use of computer equipment
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIK307C  Apply keyboard skills

Unit Descriptor
This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard including the application of OH&S principles to keyboard operations and the accurate entry of the data. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employmability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant OH&S regulations and workplace procedures concerning the use of computer equipment in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of the routine procedures for the use of computers for information management in the transport and distribution industry.

Competency Field
K – Computers and Technology

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Apply occupational health and safety principles
1.1 Information on OH&S requirements when using keyboard/keypad devices is accessed and interpreted
1.2 Posture and ergonomic settings of chair and workstation are adjusted following OH&S guidelines
1.3 OH&S guidelines on the use of periods of rest and exercise are followed when using computer keyboards, calculators or other data entry devices using keyboards or keypads

2 Enter data
2.1 Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks
2.2 Entered information is checked and corrected using a keyboard or keypad

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace, including recommended posture, ergonomic settings of chair and work station, and the use of periods of rest and exercise
• OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
• Procedures for the use of keyboards and computer equipment in the workplace
• Typical problems that can occur when using keyboards to enter data and related appropriate action that can be taken to prevent or solve them
• Housekeeping standards and procedures required in the workplace
• Site layout

Required skills:
• Read and interpret instructions, procedures, information and manuals relevant to the use of keyboards to enter data
• Interpret and follow operational instructions and prioritise work
• Operate electronic infotechnology and computer equipment to required protocol
• Work collaboratively with others when using keyboards to enter data
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using keyboards to enter data in accordance with workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that exist when using keyboards to enter data
• Work systematically with required attention to detail without injury to self
• Apply fatigue management knowledge and techniques
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Operate and adapt to differences in keyboards, software and computer equipment in accordance with standard operating procedures
• Maintain eye-hand coordination

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted:

• in a range of work environments
• by day or night
• in a range of typical weather conditions

Customers may be:

• internal or external

Workplaces may comprise:

• large, medium or small worksites
Keyboards/keypads may be used in a range of work contexts, including:
- in the workplace, warehouse or depot
- in the business office
- in a vehicle on the road
- at a client's workplace

Keyboards/keypads may be used on a range of infotechnology equipment, including:
- computers
- cash registers
- calculators
- electronic typewriters
- various forms of data entry devices

Keyboard skills may be required to enter data via a range of work-based computer applications including:
- word processors
- inventory control and stock management systems
- electronic data interchange (EDI) systems
- information databases and storage systems
- invoicing and payment systems
- manifests control systems
- work organisation systems
- internet browsers
- computerised presentation software

Personnel in the work area may include:
- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial number
- manufacturers instructions concerning the use of keyboards/keypads
- workplace procedures and policies for the use of computer equipment
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant state/territory OH&S legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or
equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIK5009A Apply knowledge of ICT to international freight forwarding activities**

**Unit Descriptor**
This unit involves the skills and knowledge required to develop, update and apply an understanding of current relevant ICT (information and communication technology) to advanced freight forwarding activities. This includes the demonstration of the required knowledge of applicable ICT; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
This unit was developed for persons applying knowledge of ICT as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

**Competency Field**
K – Computers and Technology

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Access and interpret data on applicable ICT**
   1.1 Data on ICT applicable to international freight forwarding is regularly accessed from appropriate sources
   1.2 Information on applicable ICT is interpreted and applied when working on freight forwarding projects
   1.3 Continuous professional development is undertaken to ensure a current knowledge of applicable ICT as per industry practice and company standard procedures

2 **Demonstrate the required knowledge of applicable ICT**
   2.1 Knowledge of applicable ICT required to perform effectively as an international freight forwarder is demonstrated through the successful completion of a range of assignments and both
real and simulated freight forwarding projects

3 Apply knowledge of ICT to the freight forwarding functions

3.1 Current information on applicable ICT is consistently applied when carrying out the international freight forwarding role and functions

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Procedures and protocols when using ICT
- Relevant OH&S and environmental procedures and regulations
- Principles of data storage and management systems used in international freight forwarding
- Internet and web based technology used in international freight forwarding
- Principles of Electronic Data Interchange (EDI) and procedures for its use
- Principles of Value-added Network (VAN) and procedures for its use
- IP-based telecommunications systems and their application in international freight forwarding
- Email protocols and procedures
- Principles of barcoding and its use in logistics and freight forwarding
- Principles of 3PL and 4PL logistics etc. as they apply to the freight forwarder including the applications and benefits of using Radio Frequency Identification (RFID) systems in the supply chain
- Basic e-commerce data security principles, systems, precautions and procedures
- Principles of electronic transactions
- Sources of information and documentation needed when using ICT in international freight forwarding functions
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Typical problems that can occur when using ICT and related appropriate action that can be taken to prevent or resolve them

Required skills:

- Communicate effectively with others when using ICT in freight forwarding activities, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures and other information relevant to the use of current ICT in freight forwarding activities
- Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision of freight forwarding services to customers including data entry to a computer
• Retrieve and enter data within applicable information technology systems
• Operate ICT to required protocol
• Work collaboratively with others when using ICT
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when using ICT in accordance with workplace procedures
• Implement contingency plans for unanticipated situations that may occur when using ICT
• Apply relevant codes of practice and legislative requirements including local and international freight
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply ICT systems and procedures to complete workplace tasks
• Operate and adapt to differences in information and communication equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:

• the importing of goods
• the exporting of goods
• the transiting of goods
Information and communication technology (ICT) systems may include but are not limited to:

- data storage and management systems
- Electronic Freight Forwarding Management Systems (FFMS)
- Electronic Warehouse Management Systems (WMS)
- Electronic Transportation Management System (TMS)
- Internet and web based technology
- Electronic Data Interchange (EDI)
- EDI for Administration of Commerce (EDIFACT)
- Value-added Network (VAN)
- IP-based telecommunications systems
- Local Area Networks (LAN)
- Wireless Area Networks (WAN)
- broadband internet systems including ADSL, dedicated broadband lines and wireless systems
- barcoding systems
- Radio Frequency Identification (RFID) systems used in warehouses and logistics facilities
- E-commerce security systems

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Communications systems may involve:

- face-to-face conversation
- electronic data interchange (EDI)
- telephone including fixed, mobile and IP phones
- fax
- email
- mail
Consultative processes may involve:

- customers
- other employees and supervisors
- global network of international and domestic agents, suppliers, clients
- relevant regulatory authorities and institutions
- management
- information and communication technology specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- workplace standard operating procedures and policies for the use of ICT in international freight forwarding functions
- customers' instructions and transport requirements
- standard FIATA forms and documentation such as:
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - a Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology equipment and oral, aural or signed communications
- freight forwarding competency standards and training materials
- freight forwarder company’s quality assurance standards and procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- relevant regulations for the use of ICT systems in freight forwarding activities
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a knowledge of current information and communication technology as they relate to international freight forwarding functions through appropriate continuous professional development activities
  - interpreting and applying the required knowledge of applicable current information and communication technology to the international freight forwarding role and functions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace.

- Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
TLIK607C Evaluate software requirements and hardware enhancements

Unit Descriptor
This unit involves the skills and knowledge required to evaluate software requirements and hardware enhancements in accordance with workplace procedures including analysing requirements for improved computer applications, evaluating relevant software, investigating appropriate hardware enhancements, implementing system improvements, and measuring systemic improvement. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
K – Computers and Technology

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse requirements for improved computer applications
1.1 Current aspects of business operations requiring improved computer technology are identified
1.2 Purpose and requirements of improved computer management systems are identified
1.3 Personnel are consulted for expert advice for potential matches of computer applications to required improvements in site operations

2 Evaluate software
2.1 Potential software programs are evaluated to meet workplace requirements
2.2 Software applications are investigated for effectiveness to own operation including degree of flexibility, customisation and integration potential
2.3 Selected option is circulated to appropriate personnel for verification
2.4 Level of technical support is assessed
2.5 Software application selection is made

3 Investigate hardware enhancements
3.1 Hardware systems are evaluated for compatibility with selected software and workplace operations
3.2 Potential immediate and long-term risks/problems with hardware are identified and assessed
3.3 Recommendations are drafted and circulated for comment
3.4 Final recommendations on suitable hardware are made

4 Implement system improvement
4.1 Selected hardware and software enhancements are implemented
4.2 Training is provided to potential users of the technology
4.3 Implementation of hardware and software is monitored

5 Measure systemic improvement
5.1 Methods of measuring system performance are identified
5.2 Software and hardware performance is evaluated
5.3 (Any) refinements or improvements to the system are implemented
5.4 System performance is documented and reported to appropriate personnel

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulations, codes of practice and legislative requirements relevant to the evaluation of software requirements and hardware enhancements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the evaluation of software requirements and hardware enhancements
- Problems that may occur during the evaluation of software requirements and hardware enhancements and action that can be taken to resolve or report the problems
- Risks and hazards related to the evaluation of software requirements and hardware enhancements and ways of controlling the risks involved
- Focus of operation of computing systems, software and hardware resources, management and workplace operating systems
- Computer equipment and software applications, capacities and configurations
• Application of relevant Australian Standards
• Resource availability including the competencies of individuals in the team or group
• The application of current competencies within functional activity
• Relevant workplace documentation procedures

**Required skills:**

• Communicate effectively with others when evaluating software requirements and hardware enhancements
• Read and interpret instructions, procedures, specifications, technical data and manuals relevant to the evaluation of software requirements and hardware enhancements
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the evaluation of software requirements and hardware enhancements
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when evaluating software requirements and hardware enhancements
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when evaluating software requirements and hardware enhancements in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when evaluating software requirements and hardware enhancements
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise activities
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate software, technology, information systems and procedures
• Measure operational performance improvements resulting from changes to computer technology
• Operate and adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in the evaluation of computer software requirements and hardware enhancements

Customers may be: • internal or external

Operations may be: • by day or night

The workplace environment may involve: • twenty-four hour operation • single and multi-site location • large, medium and small workplaces

Services, products, risks, work systems and requirements: • potentially vary in different sections of the enterprise

Customer and supplier contact and coordination: • is a requirement of these operations

Computer systems may be used for but are not limited to: • stock management • information storage • invoicing • payments • manifests • on board systems • work organisation

Communication in the work area may include: • phone • electronic data interchange (EDI) • fax • email • internet • RF communications • barcode readers • oral, aural or signed communications
Consultative processes may involve:

- other employees and supervisors
- suppliers and clients
- computer specialists
- software and hardware companies and distributors
- users of similar systems/technology
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- codes of practice and regulations relevant to the evaluation of computer software requirements and hardware enhancements
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications and instructions for computer equipment, and software
- relevant Australian and International standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant codes and regulations for evaluation of computer software requirements and hardware enhancements
- relevant Australian and international standards
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLIK707C  Perform electronic data interchange (EDI) to transmit shipping documentation

Unit Descriptor
This unit involves the skills and knowledge required to perform electronic data interchange (EDI) to transmit shipping documentation including identifying and establishing document purpose and information sources, compiling data files, and transmitting and receiving documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the relevant regulations and workplace procedures concerning the use of electronic data interchange (EDI) to transmit shipping documentation.

Work is performed under general supervision. It involves the application of routine procedures to perform electronic data interchange (EDI) to transmit shipping documentation in the transport and distribution industry.

Competency Field
K – Computers and Technology

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and establish document purpose and information sources

1.1 Purpose of task is identified and appropriate document template(s) accessed
1.2 Manual and computerised sources of data are accessed in accordance with the requirements of the task
1.3 Existing files and data required to be updated are identified
1.4 Stored data regarding applicable regulations, client instructions, protocols and procedures are selected and combined correctly for the task

2 Compile data files

2.1 Files are created/updated according to required format and layout
2.2 Data are accurately entered following regulatory and workplace requirements and are consistent with required purpose
2.3 All relevant sections of the documentation are checked for accuracy and completeness
2.4 Discrepancies in documentation are identified and action undertaken in accordance with workplace procedures
2.5 Files created or updated are saved and stored in accordance with workplace and regulatory requirements
3 Transmit documentation

3.1 Document destination(s) are correctly identified and selected
3.2 Destinations are checked for readiness to receive transmission
3.3 Security arrangements for data exchange are undertaken in accordance with workplace procedures
3.4 Documents are transmitted ensuring componentry is used according to workplace procedures and that all information is correctly downloaded
3.5 Action is undertaken within scope of authority to rectify transmission faults
3.6 Print out of documents are made and filed/stored/forwarded in accordance with workplace procedures

4 Receive documentation

4.1 Infotechnology devices are checked for readiness to receive downloaded documentation
4.2 Received documentation is printed and/or checked for accuracy and legibility
4.3 Action is undertaken within scope of authority to rectify transmission faults
4.4 Print-out of documents is made and filed/stored/forwarded in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant agreements, codes of practice or other legislative requirements including local and international freight regulations
- Relevant OH&S procedures and guidelines concerning the use of computer equipment in the workplace
- OH&S risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards
- Workplace procedures for the transfer and storage of electronic data and the use of related computer equipment and application software
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Typical problems that can occur when performing electronic data interchange (EDI) to transmit shipping documentation and related action that can be taken to prevent or solve them
- Housekeeping standards and procedures required in the workplace
- Workplace or site layout

Required skills:

- Communicate effectively with others when performing electronic data interchange (EDI) to transmit shipping documentation
• Read and interpret instructions, procedures, information and manuals relevant to the use of electronic data interchange (EDI) to transmit shipping documentation
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Use electronic data interchange (EDI) to transmit shipping documentation to required protocol
• Work collaboratively with when performing electronic data interchange (EDI) to transmit shipping documentation
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when performing electronic data interchange (EDI) to transmit shipping documentation in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and use computer equipment, software, processes and procedures relevant to the context of the job
• Adapt to differences in EDI equipment in accordance with standard operating procedures
• Maintain eye-hand coordination

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The operations may be conducted: • in a range of work environments • by day or night • in a range of typical weather conditions

Customers may be: • internal or external

Work environment may include movement of: • equipment • goods • materials • vehicular traffic

The electronic transfer medium may include: • email, • bulletin boards • computer faxes
Security procedures may include:

• encryption of data
• controlled access
• regulated transmission times

Transfer of data may include:

• interfaces between agents
• authorities
• brokers
• clients
• outposts

Requirements for work may include:

• data protocols and procedures
• communications equipment
• security clearances
• incident/accident breakdown procedures
• authorities and permits
• hours of operations
• relevant regulations

Consultative processes may involve:

• other employees and supervisors
• international and domestic agents, suppliers, potential customers and existing clients
• relevant authorities and institutions
• management
• OH&S specialists,
• other maintenance, professional or technical staff

Communication in the work area may include:

• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• radio
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:

- workplace procedures and policies for the use of computer equipment and software required for electronic data interchange (EDI)
- manufacturers instructions concerning the use required computing equipment and software
- goods identification numbers and codes
- manifests, bar codes, goods and container identification/serial numbers
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- local and international freight regulations
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- Dangerous Goods Code and regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIK807A  Implement and monitor network security

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor network security. It involves identifying all security threats to the network and implementing approved controls to maintain network security integrity. This unit is derived from ICAITS123A Manage network security Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
K – Computers and Technology

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify threats
1.1 Implement risk analysis of security threats faced by organisation network
1.2 Evaluate and identify internal and external threats to network such as hackers, eavesdropping and viruses

2 Identify appropriate controls
2.1 Plans for cost effective improvements to network security are presented to management for approval and authorisation
2.2 External or intra network security devices and controls such as firewalls are presented to management for approval
2.3 Controls to add to the network to manage elements such as user access or hackers, eavesdropping and viruses are identified

3 Implement security
3.1 Approved equipment and controls are installed and configured to provide required levels of security
3.2 Recommendations are made for additional equipment and updates to maintain security integrity

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant sections of national and state or territory regulatory requirements and codes of practice
• Current industry accepted hardware and software products with broad knowledge of general features and capabilities
• Broad general knowledge of the client business domain, business function and organisation
• Networking technologies, with broad knowledge of general features and capabilities incorporating substantial depth in some areas
• Risk analysis, with broad knowledge of general features incorporating substantial depth in some areas
• Specific security technology, with broad knowledge of general features incorporating substantial depth in some areas
• Procedures for operating electronic communications equipment
• Requirements for completing relevant documentation
• Code of practice for working collaboratively with others
• Typical defects that can occur and related action that should be taken
• Procedures for identifying equipment defects and assessing for appropriate action
• Principles, purpose and location of controls, monitoring devices, and systems
• Steps involved in planning the work activities
• Procedures for adjusting controls to optimise the operation of the equipment
• Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:
• Use plain English literacy and communication skills in relation to analysis, evaluation and presentation of information
• Use questioning and active listening skills
• Read and interpret instructions, procedures, information and signs relevant to work activities
• Write reports for business requiring depth in some areas, analysis and evaluation of information in a defined range of areas
• Complete documentation related to work activities
• Operate electronic communication and other equipment to required protocol
• Work collaboratively with others
• Solve problems for a defined range of unpredictable problems involving participation in the development of strategic initiatives
• Use research to identify, analyse and evaluate broad features of a particular business domain and best practice in network security methodologies and technologies
• Project plan in relation to scope, time, cost, quality, communications and risk management
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Monitor performance of equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Software most likely to be:
• packaged software
• supplied from many varying vendors
• security, audit, virus checking and encryption modules

Depending on the organisation concerned, workplace procedures may be called:
• standard operating procedures (SOPs)
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Communication in the work area may include:
• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• intranet
• RF systems
• oral, aural or signed communications

Consultative processes may involve:
• other employees and supervisors
• suppliers of network security equipment
• relevant authorities and institutions
• management

Documentation and records may include:
• quality assurance procedures
• emergency procedures
• operations manuals
• manufacturers specifications for network equipment
• technical instructions
• relevant Australian Standards and certification requirements

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment
• The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Assess and confirm customer transport requirements

Unit Descriptor
This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assess goods/stock to be transported
1.1 Customer service parameters are followed in accordance with workplace procedures
1.2 In consultation with customer key characteristics of the goods/stock to be transported are determined
1.3 Regulatory and/or specific requirements for load shipment are identified
1.4 Specific load handling characteristics/requirements are identified
1.5 Task requirements are matched to workplace capability and operational focus

2 Determine transit requirements
2.1 Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements
2.2 Required pick-up and destination point(s) are identified and assessed for safe access and operation
2.3 Specified transit times and routes are identified and agreed with customer
2.4 Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness
2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures

3 Complete documentation
3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority
3.2 Parameters of service requirements for the workplace and customer are documented
3.3 Quotations for services/specifications are itemised and documented
3.4 Legislative, insurance or specific conditions for load transport are recorded

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant and regulatory and code requirements including mass and load regulations
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the assessing and confirming customer transport requirements
- Strategies to implement continuous improvement processes
- Focus of operation of customer service and quotation/specification systems and resources
- Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken

Required skills:
- Communicate effectively with others when assessing and confirming customer transport requirements
- Negotiate with others when assessing and confirming customer transport requirements
- Read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the assessment and confirmation of customer transport requirements
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Work collaboratively with others when assessing and confirming customer transport requirements
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when assessing and confirming customer transport requirements in accordance with regulatory requirements and workplace procedures
• Plan work activities, including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
• single and multi-site locations
• large, medium and small companies

Services, products, risks, work systems and requirements may:
• potentially vary across different sections of the workplace

Operations involve:
• internal and external customer contact and coordination

Consignments may be:
• single and multi-site locations
• palletised
• containerised
• packaged or loose
• in gas, liquid or solid form

Special freight transport requirements may involve:
• single and multi-site locations
• temperature controlled stock
• live stock
• dangerous goods
• hazardous substances
• specific security arrangements
• oversized/overmassed loads

Decision to provide service to customer is:
• undertaken within scope of authority
Decisions should reflect:

- the scope of the organisation to undertake the task
- and/or to outsource some or all of the task

Key characteristics of the goods/stock to be transported may include the:

- type of goods to be transported
- load characteristics including perishability, spoilage, fragility, compatibility
- packing and stowing requirements for load
- aggregate size and capacity of load to be transported

Consultative processes may involve:

- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:

- face-to-face conversation
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- workplace procedures and policies
- customer service standards and procedures
- supplier and/or client instructions
- workplace products and services information
- quality assurance standards and procedures
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- Dangerous Goods Codes and related regulations and documentation including material safety data sheets
- relevant agreements, codes of practice including the national standards for services and operations
- reports of accidents and incidents
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to workplace operations

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIL107C**  
Complete workplace orientation/induction procedures

**Unit Descriptor**  
This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workplace in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of one’s own learning needs, and planning and organising a personal daily routine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation and induction activities will be in accordance with the regulatory requirements and operational policies and procedures for the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.

**Competency Field**  
L – Resource Management

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Identify major areas of the workplace in terms of functions, organisational structures and occupations**

   1.1 The layout of the workplace, the flow of materials and goods where relevant and the work activities conducted in each work area are identified

   1.2 Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined

   1.3 The types of facilities in the workplace, their purpose and (any) risk factors attached to them are identified

   1.4 Equipment and technology used in the workplace are outlined in terms of function and physical characteristics

   1.5 Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties

   1.6 Key internal and external customers and the workplace areas that serve them are identified
1.7 Workplace hazards are identified and related hazard minimisation procedures followed
1.8 Relevant personal protective equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements
1.9 Workplace emergency procedures are identified and followed in real and simulated emergency situations

2 Organise and accept responsibility for own workload

2.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded
2.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected
2.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions
2.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff
2.5 Additional support to improve work is communicated clearly to appropriate personnel

3 Apply ethical practices

3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed
3.2 Commitments and undertakings to clients, colleagues and supervisors are met
3.3 Required confidentiality is maintained
3.4 Appropriate codes of acceptable and ethical work practices are applied
3.5 Workplace security policies are identified including the relationship to personal job role

4 Receive and act constructively on personal feedback

4.1 Suggestions on ways to improve work are sought regularly from appropriate personnel
4.2 Feedback is acted upon as required to improve work performance

5 Participate in identifying and meeting own learning needs

5.1 Operations of the workplace, workplace equipment and focus of endeavour are identified
5.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified
5.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements
5.4 Appropriate opportunities to learn and develop required
competencies are undertaken including establishing networks and working relationships with others

6 Plan and organise a personal daily routine

6.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures
6.2 Clarification of requirements of tasks is sought when appropriate
6.3 Achievable time and other performance measures are agreed
6.4 Tasks are completed with variations to plan identified and reported

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities
- Conditions of service including: employer and employee obligations under award, employment contract, OH&S and other regulations in relation to engagement, working times and conditions, and dismissal and discipline arrangements
- Workplace structures and the roles and responsibilities of team/group members
- Site or workplace layout
- Emergency procedures
- Basic workplace documentation and record keeping procedures and requirements
- Customer service standards and procedures
- Workplace hazards and related hazard minimisation procedures
- Personal protective equipment and instructions for its use

Required skills:
- Communicate effectively with others when completing workplace orientation and induction procedures
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing workplace orientation and induction procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify workplace products and services and their features
• Identify and correctly use equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work will involve: • basic routine work functions in a variety of relevant work contexts

Customers may be: • internal or external

Operations may be conducted: • by day or night
• in enclosed spaces
• in exposed conditions
• in controlled or open environments

Hazards may include: • vehicular traffic and pedestrians
• uneven ground, steps, road surfaces
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature and radiant heat
• light including UV
• noise
Consultative processes may involve:

- clients
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- local government authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Information/documentation may include:

- workplace procedures, checklists and instructions
- operations manuals
- induction/orientation documentation
- competency standards and training materials
- job specification, site/workplace map and details of organisation structure
- conditions of service, relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- relevant codes of practice including the national standards for manual handling and the industry safety code
- supplier and/or client instructions
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
- manufacturers specifications
- material safety data sheets
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- licensing requirements for driving and carrying particular classes of goods
- workplace relations legislation
- workers compensation legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- relevant legislation and workplace procedures
- other relevant aspects of the range statement
TLIL1907C Implement and monitor transport logistics

Unit Descriptor

This unit involves the skills and knowledge required to implement and monitor transport logistics in accordance with relevant regulatory requirements and workplace procedures, including mobilising resources, coordinating multi-modal transport activities, monitoring consignment(s) tracking, and implementing a contingency management strategy. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field

L – Resource Management

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Mobilise resources

1.1 Optimal resource level is acquired to meet the requirements of the operational schedule

1.2 Relevant regulatory and insurance requirements are determined and implemented

1.3 Allocated resources are assessed and monitored to ensure operational effectiveness and efficiency

1.4 Changes to resource allocation are undertaken (in accordance with enterprise procedures) where deficiencies or over-supply are apparent

2 Coordinate multi-modal transport

2.1 Facilities, personnel and equipment are made ready to accommodate interchange functions
### activities

2.2 Security arrangements are invoked as required
2.3 Loading and unloading operations are conducted in accordance with operation schedule and applicable statutory requirements, codes of practice and enterprise procedures
2.4 Relevant documentation is completed/updated to accord with operational schedule and reporting requirements

### 3 Monitor consignment(s) tracking

3.1 Consignment tracking systems are monitored against workplace quality standards
3.2 Variations from workplace quality standards are identified and appropriate action is initiated to rectify the identified problems or to institute any required improvements

### 4 Implement contingency management strategy

4.1 Operational schedule is continually reviewed in light of information updates, reports and feedback
4.2 The nature, extent and impact of any issues or incidents are identified and assessed against contingency management strategy
4.3 Relevant information is processed to establish priorities and responses for dealing with issues or incidents
4.4 Operations are redirected and controlled to meet changes in transport environment and tasks in accordance with enterprise procedures
4.5 Liaison is initiated and maintained with organisations/individuals affected by changed operational schedules
4.6 Actions undertaken are clearly documented and filed

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant regulations, codes of practice and legislative requirements including local and international regulations relevant to transport logistics
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the implementation and monitoring of transport logistics
- Problems that may occur during the implementation and monitoring of transport logistics and action that can be taken to resolve or report the problems
- Risks and hazards related to the implementation and monitoring of transport logistics and ways of controlling the risks involved
- Focus of operation of transport logistic systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
• Code, regulatory, permit and licence requirements relevant to transport logistics
• Application of relevant Australian standards and associated certification requirements
• Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
• Workplace policies including issue resolution and grievance procedures
• Resource availability including the competencies of individuals in the team/group
• The application of current competencies within functional activity
• Relevant workplace documentation procedures

**Required skills:**
• Communicate effectively with others when implementing and monitoring transport logistics
• Read and interpret transport schedules, regulatory requirements, customer instructions, workplace procedures and manuals relevant to the implementation and monitoring of transport logistics
• Prioritise work and coordinate self and others in relation to transport logistics activities
• Complete documentation related to the implementation and monitoring of transport logistics
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when implementing and monitoring transport logistics
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems identified when implementing and monitoring transport logistics in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise during the implementation and monitoring of transport logistics
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate application of technology, information systems and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: ● in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in transport logistics

Customers may be: ● internal or external

Operations may be conducted: ● by day or night

The workplace environment may involve: ● twenty-four hour operation
  ● single and multi-site locations
  ● large, medium and small workplaces

Critical parameters for the evaluation of consignment loads may include but are not limited to:
  ● type, capacity, compatibility and capability of load
  ● agreed delivery times and destination
  ● pick-up and drop-off points
  ● waiting, loading and unloading times

Key requirements for the planning of transport logistics may include but are not limited to:
  ● collection and distribution destination
  ● transport duration times
  ● type and compatibility of load
  ● transport mode(s) and capacity
  ● return freight
  ● fatigue management
  ● use of designated routes

Strategies to address identified deficiencies in operational capability and availability may include but are not limited to:
  ● re-negotiation of collection and/or delivery times
  ● alternate transport mode(s)
  ● outsourcing components of operation

Consignments may be:
  ● palletised
  ● containerised
  ● packages or loose
  ● and in gas, liquid or solid form

Transport may be:
  ● single or multi-modal

Modes of transport may include:
  ● road
  ● rail
  ● air
  ● sea
Calculation of transport duration times includes:

- travelling
- loading
- unloading
- change-over
- standing times
- with due regard to varying transit condition and environments (i.e. road conditions, traffic flows, weather, local government by-laws)

Transport may involve:

- the use of designated routes

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for transport logistics
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
- communications equipment

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

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities and institutions
- relevant government instrumentalities
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications

Personal protective equipment may include but is not limited to:
- gloves
- safety headwear and footwear
- safety clothing
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documentation may include:

- Australian and international codes of practice and regulations relevant transport logistics including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- transport routes and timetables
- manufacturers specifications for equipment and goods
- suppliers advice
- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- relevant Australian and international standards, criteria and certification requirements
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- codes and regulations relevant to transport logistics
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances,
- relevant Australian and international standards and certification requirements
- licence, patent or copyright arrangements
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL2007C  Develop and maintain operational procedures for transport and distribution enterprises

Unit Descriptor
This unit involves the skills and knowledge required to develop and maintain operational procedures for transport and distribution enterprises in accordance with relevant regulatory requirements and workplace procedures, including planning and developing operational procedures, monitoring the implementation of the operational procedure(s), and evaluating the implementation of operational procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan and develop operational procedures

1.1 Processes requiring development/modification of operational procedures are identified and confirmed with relevant personnel and business units
1.2 The scope, focus and extent of the operational procedure(s) are discussed and validated with effected personal
1.3 Current procedures are evaluated to ensure development is not unnecessarily duplicating previous work
1.4 Factors likely to impact upon the development process are identified and techniques adopted for their incorporation into the procedure(s)
1.5 The proposed operational procedures are researched from a range of sources and include provision for user input.

1.6 Operational procedures are developed, documented and verified with relevant internal/external personnel and/or organisations in accordance with workplace procedures.

1.7 Where required, trialing of new operational procedures is undertaken with a target group.

1.8 Performance indicators are developed to measure the effectiveness of the operational procedure(s).

2 Monitor the implementation of the operational procedure(s)

2.1 The introduction of the operational procedure(s) to selected units/job functions is planned with affected personnel to ensure understanding and the need for compliance.

2.2 Effective induction and supervision is provided to support personnel in implementing the new procedure(s).

2.3 Performance of personnel is monitored to ensure adherence to the operational procedure(s) and to assess the requirement for modification to the process.

2.4 Solicited feedback is actively sought from personnel implementing the operational procedure(s).

3 Evaluate the implementation of operational procedures

3.1 An assessment of the effectiveness of the operational procedure(s) is undertaken against developed performance indicators.

3.2 Where required, the operational procedure(s) are modified/deleted in accordance with evaluation mechanism and enterprise requirements.

3.3 Relevant personnel are kept informed of the evaluation process and advised of subsequent changes to operational procedure(s).

3.4 Records, reports and recommendations for improvement are managed within the workplace information systems and processes.

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, codes of practice and legislative requirements including local and international regulations relevant to transport and distribution operations and the Australian Dangerous Goods Code where applicable.
- Relevant OH&S and environmental protection procedures and regulations.
- Workplace procedures for the development and maintenance of operational procedures for transport and distribution enterprises.
- Problems that may occur during the development and maintenance of operational procedures for transport and distribution enterprises and action that can be taken to resolve or report the problems
- Risks and hazards related to the development and maintenance of operational procedures and ways of controlling the risks involved
- Focus of operation of transport and distribution systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Licence and permit requirements relevant to transport and distribution operations
- Application of relevant Australian standards and associated certification requirements
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

**Required skills:**
- Communicate effectively with others when developing and maintaining operational procedures for transport and distribution enterprises
- Read and interpret transport and distribution schedules, inventories, regulatory requirements, customer instructions, workplace procedures and manuals relevant to the development and maintenance of operational procedures for transport and distribution enterprises
- Prioritise work and coordinate self and others in relation to transport and distribution operations
- Complete documentation related to the development and maintenance of operational procedures for transport and distribution enterprises
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing and maintaining operational procedures for transport and distribution enterprises
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when developing and maintaining operational procedures for transport and distribution enterprises in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when developing and maintaining operational procedures for transport and distribution enterprises
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate application of technology, information systems and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be: • by day or night

The workplace environment may involve:
• twenty-four hour operation
• single and multi-site locations
• large, medium and small workplaces

Factors impacting upon the development of operational procedures may include:
• legislative requirements
• changes to technology
• domestic and international market variability, political constraints
• culture of the workplace
• the principal services, products and competitive advantages of the organisation

Development of operational procedures may be:
• internally and/or externally initiated

Transport may be: • single or multi-modal

Modes of domestic transport may include:
• road
• rail
• air
• sea

Transport may involve: • the use of designated routes
Hazards may include:
- confined spaces
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- fire/explosions
- noise, light, energy sources
- stationary and moving machinery, parts or components
- moving vehicles

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

Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for transport and distribution systems
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
- communications equipment

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities and institutions
- relevant government instrumentalities
- emergency services
- management and union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications
Personal protective equipment may include but is not limited to:
- gloves
- safety headwear and footwear
- safety clothing
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- Australian and international codes of practice and regulations relevant to transport and distribution operations including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications for equipment and goods
- suppliers advice for the handling, transport and storage of goods and materials
- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- codes and regulations relevant to transport and distribution operations including the ADG Code where applicable
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL207C  Undertake employee payroll activities

Unit Descriptor
This unit involves the skills and knowledge required to undertake employee payroll activities in accordance with workplace requirements, including compiling and verifying payroll data, recording payroll data, and organising the payment of wages and salaries. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements concerning the completion of employee payroll requirements.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and relevant regulatory requirements to employee payroll activities in the stevedoring, transport, distribution and/or allied industries.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Compile and verify payroll data
1.1 Pay sheets are compiled and checked for accuracy and compliance with organisational requirements
1.2 All earnings are authorised and calculated in accordance with defined remuneration polices and workplace procedures
1.3 Records of leave entitlements, leave taken, loadings and allowances are maintained

2 Record payroll data
2.1 Gross pay and deductions are accurately calculated from information contained in relevant documents
2.2 Payments due to employees are calculated within workplace timelines
2.3 Details of pay identifying gross and net amounts, deductions and other details are prepared for employees
2.4 Tax is calculated in accordance with Australian Taxation Office (ATO) procedures
2.5 Periodic deductions are forwarded to nominated creditors within designated timelines

3 Organise payment of wages and salaries
3.1 Methods of payment are arranged in accordance with workplace policies and procedures
3.2 Wages are prepared and issued within designated timelines
3.3 Records are kept and maintained in accordance with statutory requirements
3.4 Security procedures are followed and confidentiality and security of information are maintained

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to payroll activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for carrying out employee payroll activities
- Focus of operation of work systems, equipment, management and site operating systems for payroll activities
- Documentation requirements when carrying out employee payroll activities
- Problems that may occur when carrying out employee payroll activities and appropriate action that can be taken to resolve the problems
- Relationship of loading/unloading plans and sequence sheets and pay records of individuals
- Workplace grading systems
- Workplace leave and roster systems

Required skills:
- Communicate effectively with others when completing employee payroll activities
- Read and interpret instructions, procedures, information and employee records relevant to employee payroll activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing employee payroll activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when completing employee payroll activities in accordance with regulatory requirements and workplace procedures
- Apply legislative and regulatory requirements relevant to employee payroll activities
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify, select and use relevant equipment, processes and procedures when carrying out employee payroll activities
- Adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments  
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • limited or restricted spaces  
• exposed conditions  
• controlled or open environments

Payroll activities may include the processing of information on:
• attendance
• payment details
• overtime allowances
• loadings
• leave records
• tax
• superannuation

Payroll and other details may be: • manually or computer generated

Hazards in the work area may include exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Personal protective equipment needed in the work area may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• protective clothing
• high visibility clothing

Communication in the work area may include:
• phone
• fax
• email
• electronic data transfer (EDI)
• RF systems
• radio
• oral, aural or signed communications
Consultative processes may involve:
- staff members
- management
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for payroll activities
- employees work records
- award, enterprise bargaining agreement, and/or other industrial arrangements
- workers conditions of service
- workers compensation and superannuation regulations
- operations manuals, job specifications and induction documentation
- Australian and international codes of practice and regulations relevant to workplace activities
- manufacturers specifications for relevant office and computer equipment
- relevant Australian standards and certification requirements
- OH&S procedures and policies
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations for the payroll operations
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- privacy legislation

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
unit of this unit and include demonstration of applying:
ο the underpinning knowledge and skills
ο relevant legislation and workplace procedures
ο other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL2107C Coordinate the erection and dismantling of temporary storage facilities

Unit Descriptor
This unit involves the skills and knowledge required to coordinate the erection and dismantling of temporary storage facilities in accordance with workplace procedures, including planning for the erection of temporary storage facilities, erecting temporary storage facilities as planned, and dismantling the temporary storage facilities after outloading. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to the erection and dismantling of temporary grain storage facilities.

Work is performed under some supervision, generally within a team/group environment. It involves the application of regulatory requirements and workplace procedures when coordinating the erection and dismantling of temporary storage facilities as part of grain storage operations in the transport, warehousing, distribution and/or storage industries.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan for erection of temporary storage facility

1.1 Plans, storage specifications, assembly details and erection sequence are obtained and examined for accuracy to meet intended storage requirements

1.2 Engineering drawings, computations and instructions are obtained from qualified persons where required

1.3 Local and state authority approvals for the construction of the storage facility are obtained

1.4 Labour and equipment requirements for the construction of the storage facility are organised and scheduled in accordance with erection sequence

2 Erect temporary storage facility

2.1 Foundations and earth-works for temporary storage are prepared to workplace instructions and specification

2.2 Structural and storage components are assembled and placed to workplace instructions and specifications

2.3 Protective sheeting (floor and wall) is placed and sealed/sewn to workplace specifications

2.4 Material is placed into the temporary storage facility to
specification and in accordance with site procedures

2.5 Grain protection measures are implemented in accordance with workplace requirements

2.6 Labour and equipment is coordinated for timely and efficient completion of work

3 Dismantle temporary storage facility after outloading

3.1 Procedures for the dismantling of temporary storage facility, including sequencing of process, are confirmed with qualified personnel

3.2 Labour and equipment requirements for the dismantling of the temporary storage facility is organised and scheduled

3.3 Material is removed from storage to workplace procedures

3.4 Protective sheeting (floor and wall) is dismantled and folded for future use or disposed of in accordance with workplace procedures

3.5 Structural components are disassembled, transported and stacked to workplace instructions

3.6 Labour and equipment is coordinated for timely and efficient completion of work

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations relevant to the erection and dismantling of temporary grain storage facilities

• Relevant OH&S and environmental protection procedures and guidelines

• Workplace procedures and policies for the coordination of the erection and dismantling of temporary grain storage facilities

• Problems that may occur when coordinating the erection and dismantling of temporary grain storage facilities and appropriate action that can be taken to resolve the problems

• Equipment applications, capacities, configurations, safety hazards and control mechanisms

• The range of construction methods used in the erection of temporary storage facilities

• Identifying characteristics of commodity types, varieties and grades

• Grain protection measures

• Emergency response procedures

• Storage and safe handling procedures

• Procedures for environmental control and disposal activities

• Site layout and obstacles

Required skills:

• Communicate effectively with others when coordinating the erection and dismantling of temporary grain storage facilities
• Read and interpret instructions, procedures, information and plans relevant to the erection and dismantling of temporary grain storage facilities
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when coordinating the erection and dismantling of temporary grain storage facilities
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions that may be identified when coordinating the erection and dismantling of temporary grain storage facilities in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when coordinating the erection and dismantling of temporary grain storage facilities
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the erection and dismantling of temporary grain storage facilities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and efficiently and effectively use equipment needed when coordinating the erection and dismantling of temporary grain storage facilities
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
                     • by day or night

Customers may be:     • internal or external

Workplaces may comprise: • large, medium or small worksites
Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Work involves:
- individuals coordinating and organising the construction and dismantling of temporary storage facilities from working drawings and erection specifications

Types of temporary storage facilities may include:
- concrete side wall sites
- earth wall sites
- two-way sites
- timber and/or steel prefabricated wall sites
- concrete floors
- compacted earth or fill floors
- sites segregated for different commodities

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- existing and potential customers/clients
- manufacturers of pesticides
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- maintenance, professional or technical staff

Requirements for work may include:
- site restrictions and procedures
- licensing requirements
- use of safety and personal protective equipment
- communications/recording equipment
- authorities and permits
- emergency procedures

Hazards in the work area may include:
- chemicals and pesticides
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty equipment
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- respirators and fume/dust masks
- high visibility clothing

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- operations manuals, job specifications and procedures
- induction documentation
- competency standards and training materials
- manufacturers specifications and instructions
- materials safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, workplace bargaining agreement, other industrial arrangements
- OH&S procedures
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to grain storage
- legislation regarding the use of fumigants/poisons
- ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian and international standards and certification requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL2607B  Manage export logistics

Unit Descriptor
This unit involves the skills and knowledge required to manage export logistics in accordance with relevant regulatory requirements and workplace procedures, including planning efficient export logistics operations, developing appropriate contingency management strategies, producing the required operation schedules for export logistics, and monitoring and coordinating the required systems for export logistics. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards and codes of practice, including Australian and International Dangerous Goods Codes.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Plan efficient export logistics

1.1 Australian and international codes and regulations and workplace policies for export logistics are identified

1.2 Consignment loads are evaluated in terms of critical parameters and customer instructions

1.3 Capacity and capability of different local and overseas transport modes available to the organisation are assessed against proposed logistics tasks

1.4 Preliminary schedules are matched against operational capacity and capability of available transport systems, equipment and staff
1.5 Export logistics are planned for efficient and effective delivery and load handling in accordance with relevant regulatory and workplace procedures, taking into account key requirements.

1.6 Strategies to address identified deficiencies in operational capability and availability are undertaken in accordance with workplace procedures.

2 Develop contingency management strategy

2.1 Quality standards and procedures for export logistics processes are confirmed and/or updated in accordance with workplace procedures.

2.2 The nature, extent and impact of potential issues or incidents in the planned export logistics are assessed.

2.3 Contingency management strategies for identified issues/incidents are established and evaluated including reference to previous scenarios of similar nature.

2.4 Implementation procedures, including resource and infrastructure support, are documented and continually upgraded in regard to established quality standards and any changes in both the Australian and the international operating environments.

3 Produce operation schedules for export logistics

3.1 Local and overseas transportation modes, times and routes are established to maximise effective and efficient operations.

3.2 Resources are arranged in association with relevant Australian and overseas personnel to meet the operational schedules.

3.3 Australian and international regulatory requirements, codes of practice and workplace procedures are identified and accounted for in operational schedule.

3.4 Tracking procedures are applied to consignment(s) using relevant technology and systems in accordance with workplace procedures.

3.5 Schedule is consolidated and forwarded to appropriate personnel.

3.6 Schedule is stored in accordance with workplace procedures.

4 Monitor and coordinate systems for export logistics

4.1 Export logistics are monitored against identified quality standards, planned processes, and compliance with Australian and international regulatory requirements.

4.2 Non-compliance with quality standards, planned processes or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems.

4.3 Customer satisfaction with export logistics operations is monitored using appropriate methods.

4.4 Customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures.
4.5 Reports and other required documentation related to export logistics are completed and referred to relevant personnel in accordance with workplace procedures

4.6 Any changes in Australian and international regulations and codes of practice relevant to export logistics are monitored, identified and appropriate action is initiated to ensure ongoing compliance of export logistics processes and systems

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant OH&S and environmental protection procedures and regulations
• Workplace procedures for the planning and management of export logistics
• Problems that may occur during the planning and management of export logistics and action that can be taken to resolve or report the problems
• Focus of operation of export logistics systems, resources, management and workplace operating systems
• Local and overseas transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
• Australian and international regulatory, permit and licence requirements relevant to export logistics
• Application of relevant Australian and international standards and associated certification requirements
• Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
• Workplace policies including issue resolution and grievance procedures
• Resource availability including the competencies of individuals in the team/group
• Workplace documentation procedures relevant to export logistics

Required skills:
• Communicate effectively with others when planning and managing export logistics
• Read and interpret instructions, procedures, information and signs relevant to the planning and management of export logistics
• Prioritise work and coordinate self and others in relation to export logistics activities
• Complete documentation related to the planning and management of export logistics
• Provide leadership and work collaboratively with others when planning and managing export logistics
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Implement contingency plans for unanticipated situations that may arise when planning and managing export logistics
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Select and apply appropriate application of technology, information and communication systems and procedures
• Adapt to differences in systems and equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
- in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in export logistics

Customers may be:
- internal or external

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Critical parameters for the evaluation of consignment loads may include but are not limited to:
- type, capacity, compatibility and capability of load
- agreed delivery times and destination
- pick-up and drop-off points
- waiting, loading and unloading times
- agreed cost structure

Key requirements for the planning of transport logistics may include but are not limited to:
- collection and distribution destination
- transport duration times
- type and compatibility of load
- transport mode(s) and capacity
- bond and customs requirements
- return freight
- fatigue management
- use of designated routes

Strategies to address identified deficiencies in operational capability and availability may include but are not limited to:
- re-negotiation of collection and/or delivery times
- alternate transport mode(s)
- outsourcing components of operation

Consignments may be:
- palletised
- containerised
- packaged or loose
- in gas, liquid or solid form

Transport may be:
- single or multi-modal
Modes of transport for export may include:  
- road and rail locally as well as either air or sea, and both local and overseas couriers

Calculation of transport duration times includes:  
- travelling, loading, unloading, change-over and standing times and with due regard to varying transit condition and environments (i.e. local and overseas road, sea and weather conditions, traffic flows, government regulations)

Transport may involve:  
- the use of designated routes

Requirements for work may include:  
- site restrictions and procedures
- use of safety and personal protective equipment
- systems and facilities for export logistics
- specialised lifting and/or handling equipment
- incident/accident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation Australian and overseas contacts
- authorities and permits
- communications/computing equipment

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

Consultative processes may involve:  
- employees, supervisors and managers
- international and domestic agents, suppliers and current or potential clients
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations involved in export logistics
- industrial relations and OH&S specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF communications
- bar code readers
- oral, aural or signed communications

Information/documentation may include:

- Australian and international codes of practice and regulations relevant to export logistics including bond and customs requirements
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies relevant to export logistics
- supplier and/or client instructions
- agents advice on available transport options, timetables, schedules and issues
- manufacturers specifications for equipment and goods
- suppliers advice for the handling, transport and storage of goods and materials
- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
- relevant Australian and international standards, criteria and certification requirements
- information accessed through communications/computer technology and equipment, and verbal or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- Australian and international codes and regulations relevant to export logistics
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian and international standards and certification requirements
- licence, patent or copyright arrangements
- transport licence/permit requirements
- export/import/quarantine/bond requirements
- Marine/Aviation Orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL3007B Control a furniture warehouse

Unit Descriptor
This unit involves the skills and knowledge required to control a furniture warehouse in accordance with workplace requirements, including determining site functions and operations, receiving and despatching furniture, maintaining warehouse inventory, maintaining warehouse security, monitoring storage operations, and completing required records and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the control of a furniture warehouse.

Work is performed under limited supervision. It involves the application of discretion and judgement and an understanding of relevant regulatory requirements and workplace procedures to the control of a furniture warehouse.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine site functions and operations
1.1 Layout of furniture storage facilities, work flow and activities undertaken in each zone are identified
1.2 Type of storage facilities, their purpose and (any) associated risk factors are identified
1.3 Inventory lists are accessed through record management system
1.4 Storage separations and co-storage applications are identified

2 Receive and despatch furniture
2.1 Furniture for storage is received and transferred to allocated storage space in accordance with workplace procedures
2.2 Furniture and effects are transferred from storage area to the loading dock and despatched in accordance with workplace procedures and customer requirements
2.3 Records of received and despatched furniture and effects are completed in accordance with workplace procedures

3 Maintain inventory
3.1 Inventory is updated through entry of data on furniture movements into, out of, and within storage areas
3.2 Inventory data is confirmed to match furniture and effects for available storage and applicable storage requirements
3.3 Audits and stocktakes of storage areas are used to verify inventory records

4 Maintain warehouse security

4.1 Security of warehouse and storage areas is maintained in accordance with workplace procedures in conjunction with security personnel and with the aid of appropriate security technology

4.2 Appropriate action(s) is taken in response to breaches of operational and security procedures or to an emergency/incident

4.3 Operational actions and investigative outcomes are documented in accordance with workplace procedures

5 Monitor storage operations

5.1 Storage areas are supervised to ensure movement of personnel and furniture items are in accordance with workplace procedures

5.2 Storage facilities are checked to ensure appropriate operational capacity

5.3 Integrity of furniture and effects is monitored to ensure appropriate condition is maintained

5.4 Any deterioration in condition of furniture and effects is recorded, investigated and reported for appropriate action

5.5 Discrepancies/changes to storage requirements and/or inventory lists are noted and appropriate action is initiated in accordance with workplace procedures

6 Complete records

6.1 Records of warehouse operations are completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian codes and regulations/permit/licence requirements relevant to the workplace activities
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies relevant to the control of a furniture warehouse
- Focus of operation of work systems, equipment, management and site operating systems
- Information on various categories or groups of furniture and effects including their key characteristics and hazards and the special handling, stacking and storage requirements for each
- Types of storage areas and related equipment appropriate for different types of furniture and effects
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
• Documentation requirements, including reports and records related to damaged furniture and effects, emergencies and security breaches
• Problems that may occur when controlling a furniture warehouse and appropriate action that can be taken
• Site layout
• Housekeeping standards procedures required in the workplace

**Required skills:**
• Communicate effectively with others when controlling a furniture warehouse
• Read and interpret instructions, procedures, information and signs relevant to the control of a furniture warehouse
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the control of a furniture warehouse
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when controlling a furniture warehouse
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when controlling a furniture warehouse in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when controlling a furniture warehouse
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities dependant on differing workplace contexts, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant communications, computing and office equipment when controlling a furniture warehouse
• Use inventory information to determine, plan and organise the control of a furniture warehouse
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  • in a range of work environments  • by day or night

Customers may be:  • internal or external

Workplaces may comprise:  • large, medium or small worksites

Requirements for work may include:  • restricted spaces  • site restrictions and procedures  • use of safety and personal protective equipment  • communications equipment  • specialised lifting and/or handling equipment  • incident/accident/breakdown procedures  • additional gear and equipment  • noise restrictions  • hours of operations  • authorities and permits

Work may be conducted in:  • limited or restricted spaces  • exposed conditions  • controlled or open environments  • environments involving the movement of equipment, goods, materials and/or vehicular traffic

Furniture and effects may require:  • special handling  • location  • storage and/or  • packaging requirements

Modes of transfer may be:  • manual or motorised

Storage types may include but are not limited to:  • marked floor space  • containers  • racks and racking systems  • block/stacks  • pallets
Inventory systems may be:
- automated
- manual
- paper-based
- computerised
- microfiche

Stored furniture and effects may include but are not limited to:
- fridges, freezers and washing machines
- bed-ends, mattresses and bases
- lamps and lamp shades
- pendulum clocks
- carpets, tables and chairs
- television sets, stereo and audio equipment
- computing and office equipment and furniture
- upright pianos, organs and grand pianos
- lounges and armchairs
- tools and equipment

Consultative processes may involve:
- other employees and supervisors
- customers
- relevant authorities and institutions
- management
- union representatives
- industrial relations and OH&S specialists
- other maintenance, professional or technical staff

Labelling systems may include but are not limited to:
- bar code
- identification numbering systems
- serial numbers
- labels
Hazards in the work area may include:
- heavy and/or awkward furniture and loads
- noise, light, energy sources
- stationary and moving machinery, parts or components
- dust/vapours
- a fire or explosion
- damaged furniture or pallets
- broken glass/mirrors
- debris on floor
- faulty racking
- poorly stacked pallets/furniture
- faulty equipment
- oil or water on floor

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing
Information/documents may include:

- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- client instructions
- identification numbers, codes and labels
- manifests, furniture transfers, bar codes, and container identification/serial number
- insurance documentation
- codes of practice and regulations relevant to workplace operations
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- security and safety incident procedures and reporting requirements
- inventory listings

Applicable regulations and legislation may include:

- codes and regulations relevant to the storage of furniture and effects
- Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances
- insurance legislation and regulations
- relevant state/territory OH&S and environmental protection legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL307C  Conduct induction process

Unit Descriptor
This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Outline the relationship between employee and the company

1.1 Employee is greeted and introduced to key personnel and areas in the workplace
1.2 Workplace objectives, operating systems and workplace structures are explained
1.3 The relationship between the employee's position and the workplace structure and objectives is identified
1.4 Required OH&S, workplace procedures and employment conditions are described
1.5 Sources of information and assistance for the employee are identified
1.6 Emergency procedures are explained

2 Establish requirements of position

2.1 Job role, responsibilities and reporting relationships are explained
2.2 Immediate work colleagues are introduced
2.3 Workplace facilities and layout are shown to the employee and
flow of work/materials/goods and functions carried out in the areas are explained

2.4 Initial training in relevant OH&S, equipment and work systems is provided in accordance with workplace procedures

2.5 Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained

2.6 Training opportunities are organised for the development of the individuals job role

2.7 Workplace expectations of work functions and outputs are clarified

2.8 Opportunities for the employee to clarify concerns and ask questions are provided

3. Complete relevant workplace documentation

3.1 Workplace personnel records are completed in accordance with workplace requirements

3.2 Tax declaration and other relevant documentation are checked for compliance with requirements

3.3 Employee is requested to provide any additional information needed and notes are taken of any additional actions required

3.4 Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements

3.5 Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Workplace induction procedures and documentation requirements
- Instructional methods and resources required to conduct an induction program
- Conditions of service of employees
- Workplace structures and the roles and responsibilities of employees
- Site or workplace layout
- Emergency procedures and related equipment
- Workplace documentation and record keeping procedures and requirements
- Customer service standards and procedures
- Workplace hazards and related hazard minimisation procedures
- Personal protective equipment and instructions for its use

Required skills:
• Communicate effectively with others when conducting an induction process for relevant personnel
• Read and interpret instructions, procedures, information and signs relevant to the conduct of an induction process for relevant personnel
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the conduct of an induction process
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when conducting an induction process for relevant personnel
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when conducting an induction process for employees and contractors in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of an induction process
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use instruction equipment, processes and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work will involve:
• basic routine induction training in a variety of relevant work contexts

Customers may be:
• internal or external

Operations may be conducted:
• by day or night
• in enclosed spaces
• in exposed conditions
• in controlled or open environments
Instruction methods may include:

- explanation
- demonstration
- guided site/workplace inspection
- provision of program notes and materials
- presentation using an overhead slide projector, computer-driven projector or video player/monitor
- written and practical assignments and exercises

Hazards may include:

- vehicular traffic and pedestrians
- uneven ground, steps, road surfaces
- dust and vapours
- hazardous or dangerous materials
- humidity, air temperature and radiant heat
- light including UV
- noise

Consultative processes may involve:

- clients
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- official representatives
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
- local government authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication may involve the basic use of a range of communication technology including:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Information/documentation may include:
- workplace induction procedures and related instruction materials
- operations manuals
- induction/orientation documentation
- competency standards and training materials
- job specification, site/workplace map and details of organisation structure
- conditions of service, relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- relevant codes of practice including the national standards for manual handling and the industry safety code
- supplier and/or client instructions
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
- manufacturers specifications
- material safety data sheets
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- licensing requirements for driving and carrying particular classes of goods
- workplace relations legislation
- workers compensation legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIL3107B

#### Monitor and process attendance records

**Unit Descriptor**

This unit involves the skills and knowledge required to monitor and process attendance records in accordance with regulatory and workplace requirements, including monitoring attendance records and checking and processing attendance information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in compliance with the codes of practice and workplace requirements relevant to the monitoring and processing of attendance records.

Work is performed individually, but the ability to work within a team environment may be required.

Work involves the application of workplace procedures and relevant regulatory and code requirements to the monitoring and processing of attendance records as part of work activities in the rail transport and/or allied industries.

**Competency Field**

L – Resource Management

---

#### ELEMENT

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Monitor attendance records**

   1.1 Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis

   1.2 Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded

   1.3 Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised

   1.4 Unauthorised absences are notified to appropriate personnel on a timely basis to ensure follow-up action is initiated

   1.5 Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained

2 **Process attendance records**

   2.1 Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action

   2.2 Timesheets, or equivalent, are checked and forwarded to payroll department for costing purposes

   2.3 Employee record cards or other identification system requirements are checked and redistributed on a timely basis
REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations and codes of practice relevant to the monitoring and processing of attendance records
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the monitoring and processing of attendance records
- Focus of operation of work systems, equipment, management and site operating systems for the monitoring and processing of attendance records
- Elements of human resources systems relevant to the monitoring and processing of attendance records, including: workplace's timekeeping practices, conditions of employment, labour/costing practices, industrial agreements and awards, auditing requirements, payroll practices and procedures, personnel records requirements, and computer based personnel recording systems
- Problems that may occur when monitoring and processing attendance records and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the monitoring and processing of attendance records including computer based personnel recording systems

**Required skills:**

- Communicate effectively with others when monitoring and processing attendance records
- Read and interpret instructions, procedures and information relevant to work activities
- Interpret conditions of employment and industrial agreements and awards
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Conduct simple calculations required when monitoring and processing attendance records
- Work collaboratively with others when monitoring and processing attendance records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when monitoring and processing attendance records in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use relevant computer, communication and office equipment required when monitoring and processing attendance records
- Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Employees include:
- all personnel whose attendance is recorded for timekeeping purposes

Workplaces may comprise:
- large, medium or small worksites

Timekeeping records and systems may include, but are not limited to:
- clock cards/identification numbers
- swipe cards/physical recognition systems
- manual clocking systems
- integrated attendance sheet systems
- maternity/paternity leave
- jury leave
- rest breaks between shifts/overtime

Information on attendance records may be obtained from:
- timesheets
- absentee records
- payroll department
- record cards
- identification system requirements

Consultative processes may involve:
- other employees, supervisors and managers
- affected customers
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- regulatory and/or code requirements relevant to the maintenance of attendance records
- workplace procedures and policies for the monitoring and processing of attendance records
- employees timesheets, absentee records, record cards or computer files
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- federal and state/territory award legislation
- relevant state/territory regulations and codes of practice relevant to the monitoring and processing of attendance records
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment**
- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL3207B Implement equal employment equity strategies

Unit Descriptor
This unit involves the skills and knowledge required to implement equal employment equity strategies in accordance with regulatory and workplace requirements, including identifying and communicating agreed employment equity direction, responding to enquiries regarding employment equity, implementing employment equity strategies, contributing to policy development, and evaluating and reporting on the implementation of equal employment opportunity strategies in the workplace. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulatory and workplace requirements relevant to the implementation of equal employment equity strategies in the workplace.

Work is performed individually, but the ability to work within a team environment may be required.

Work involves the application of workplace procedures and relevant regulatory requirements to the implementation of equal employment equity strategies as part of work activities in the rail transport and/or allied industries.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and communicate agreed employment equity direction

1.1 Employment equity information and policy requirements are identified for the workplace

1.2 Employment equity information is disseminated to ensure relevant requirements are considered in decisions made within the workplace

1.3 Advice is provided to assist with consistent interpretation of employment equity information

1.4 Negotiations are undertaken with management to ensure equity principles are incorporated throughout the workplace

1.5 Interpretation and advice are provided on legislative requirements, workplace objectives and constraints, and human resource management practices

2 Respond to enquiries regarding employment equity

2.1 Arrangements are made to ensure advise on employment equity can be provided to personnel within necessary timeframes
2.2 Enquiries are analysed to identify necessary information required to respond sufficiently
2.3 Sources of information are identified and accessed to formulate response
2.4 Responses are communicated clearly and appropriately and understanding of the response is checked

3 Implement employment equity strategies
3.1 Strategies are developed to implement policies and objectives
3.2 Measures are identified which reflect the success of strategies developed and suitable data collected

4 Contribute to policy development
4.1 Consultation is regularly undertaken with stakeholders on policy development
4.2 Advice is provided concerning the employment equity implications of policy

5 Evaluate and report
5.1 Data used to measure employment equity policy performance is collected and statistically analysed
5.2 Annual and other reports are produced on employment equity policy performance
5.3 Results of employment equity strategies and performances are conveyed in a timely and appropriate way to relevant individuals and groups

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations relevant to equal employment equity
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the implementation of equal employment equity strategies
• Focus of operation of work systems, equipment, management and site operating systems for the implementation of equal employment equity strategies
• Elements of workplace operations relevant to the implementation of equal employment equity strategies, including: training and social justice policies and procedures, workplace organisational structure, workplace human resource policies and practices, job description and specifications, referral processes, workplace standards and delegations, quality management, work area business plans, and industrial awards and enterprise agreements
• Problems that may occur when implementing equal employment equity strategies and appropriate action that can be taken to resolve the problems
• Documentation and reporting requirements for the implementation of equal employment equity strategies
Required skills:

- Communicate effectively with others when implementing equal employment equity strategies
- Counsel and negotiate with employees on employment equity matters
- Read and interpret instructions, procedures, employment equity policies, conditions of employment and industrial agreements and awards relevant the implementation of equal employment equity strategies
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the implementation of equal employment equity strategies
- Work collaboratively with others when implementing equal employment equity strategies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when implementing equal employment equity strategies in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies and environments
- Work systematically with required attention to detail
- Select and use relevant computer, communication and office equipment required when implementing equal employment equity strategies
- Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:

- in a range of work environments
- by day or night

Workplaces may comprise:

- large, medium or small worksites

Recording mechanisms/systems may include:

- paper-based systems
- electronic systems

Work organisation procedures and practices may include:

- security procedures
- payroll systems
- industrial relations policies and agreements
- superannuation procedures
- dispatching and collecting procedures
- employment policies
Consultative processes may involve:
- employees
- supervisors and managers
- official representatives
- relevant authorities and institutions
- union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- regulatory requirements relevant to employment equity
- workplace procedures and policies for the implementation of equal employment equity strategies
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- relevant state/territory privacy legislation
- freedom of information legislation
- relevant state/territory OH&S and environmental protection legislation
## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

### Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts.

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL3307B  Promote effective workplace practice

Unit Descriptor
This unit involves the skills and knowledge required to promote effective workplace practice, including contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the well being of workplace team(s), and participating in competency development activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Contribute positively to the work team environment
1.1 Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members
1.2 Communications with associated personnel and/or work team members are effectively established
1.3 Disputes are resolved through effective negotiation with the relevant individuals or groups
1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities

2 Observe and promote work safety procedures
2.1 Relevant statutory and workplace requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites
2.2 Accidents and injuries are reported and investigated in accordance with workplace policy
2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities
2.4 Training in programs of Occupational Health and Safety and First Aid are implemented
3  Maintain and promote well being of team

3.1 Prescribed medical and physical fitness criteria are promoted and maintained within the work environment

3.2 Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved

4  Participate in competency development

4.1 Competencies required for work are identified, attained and maintained

4.2 Personal development and other competency development programs are accessed and undertaken

4.3 Competency deficiencies in personnel are identified and remedial action, including counselling, is initiated where necessary

4.4 Workplace trainer and assessor requirements are identified and satisfied

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations and codes of practice relevant to the workplace practices
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the promotion of effective work practices
- Focus of operation of work systems, equipment, management and site operating systems
- Elements of workplace operations relevant to effective work practice, including: workplace corporate plans, goals and objectives and industrial relations, communication and negotiation techniques and the benefits, advantages and disadvantages associated with them, group work practices and group dynamics, corporate customer service objectives, workplace procedures related to recording of customer enquiries and actions, dispute settlement processes, workplace OH&S and physical fitness requirements and related first-aid policies, and competencies and skills required for workplace career path levels,
- Problems that may occur during work activities and appropriate action that can be taken to resolve the problems,
- Documentation and reporting requirements in the workplace

Required skills:
- Communicate effectively with customers, associated personnel and all work team members when completing work activities
- Read and interpret instructions, procedures, information and workplace publications relevant to work activities
- Interpret statistics related to workloads and quality assurance measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Lead and coordinate the activities of multi-disciplinary work teams or specialist work groups
• Apply principles of time management
• Counsel personnel on work related issues
• Settle disputes through face-to-face and group-based negotiation
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Work at heights or in confined spaces as required by the job
• Maintain the required level of physical fitness in team members
• Check and replenish fluids and carry out lubrication processes in the course of work activities

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Workplaces may comprise:
• large, medium or small worksites

Work environment may be:
• in a depot, a worksite or a store, either as an individual, a team leader or a coordinator

Work may involve exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicular traffic
Equipment may include:

- customer information
- workplace procedures
- quality assurance policy
- relevant OH&S guidelines
- relevant competency guidelines

Consultative processes may involve:

- employees, supervisors and managers
- customers
- suppliers and contractors
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- regulatory and/or code requirements relevant to workplace activities
- workplace procedures and policies
- workplace objectives
- customer enquiries, responses and records
- quality assurance measures relevant to workplace activities
- training materials
- competency guidelines
- operations manuals, job specifications and induction documentation
- manufacturers specifications for workplace equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- Australian standards and certification requirements relevant to workplace activities
- emergency procedures

Applicable regulations and legislation may include:

- federal and state/territory regulations and codes of practice relevant to workplace activities
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL3407B  Arrange alternative passenger transport

Unit Descriptor
This unit involves the skills and knowledge required to arrange alternative passenger transport in accordance with workplace requirements, including identifying and confirming transport requirements, arranging alternative transport, and monitoring and updating transport arrangements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually, and skills are required to work within a team environment.

Work involves the application of regulatory and code requirements and workplace procedures when arranging alternative passenger transport as part of workplace activities in the rail transport and allied industries.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and confirm transport requirements

1.1 Need for alternative passenger transport is identified with minimal actual disruption to services
1.2 Period for which alternative transport is required is determined from situation and services
1.3 Timetables, passenger loadings and luggage quantities are determined from workplace information systems
1.4 Requirements to cater for disabled passengers or others with special needs are determined

2 Arrange alternative transport

2.1 Type and number of transport units required is determined to provide cost effective movement within workplace guidelines for minimal disruption
2.2 Alternative transport is arranged within workplace policies and procedures to meet anticipated need
2.3 Arrangements are made to provide assistance for passengers with special needs
2.4 Relevant OH&S requirements are identified and included in transport planning considerations
3 Monitor and update transport arrangements

3.1 Passengers are informed of alterations to services as quickly as possible

3.2 Relevant details of incidents are collected and recorded in accordance with workplace policies and procedures for future reference, analysis and investigation purposes

3.3 Irregularities outside own area of responsibility are referred to nominated person or section

3.4 Alternative transport arrangements and related financial transactions are documented to meet operational requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for arranging alternative passenger transport
- Contact arrangements for other transport organisations available to provide alternative transportation
- Protocols for contacting other transport organisations
- Train timetables
- Alternative transport options
- Road transport service planning processes
- Equipment, and materials used when arranging alternative passenger transport, and procedures that should be followed in their use
- Problems that may occur when arranging alternative passenger transport and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when arranging alternative passenger transport

Required skills:
- Communicate and negotiate effectively with others when arranging alternative passenger transport
- Read and interpret instructions, procedures, information and signs relevant to the arrangement of alternative passenger transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the arrangement of alternative passenger transport
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when arranging alternative passenger transport
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when arranging alternative passenger transport in accordance with workplace procedures
• Implement contingency plans for unanticipated situations that may arise when arranging alternative passenger transport
• Analyse contingency situations for their impact on services
• Schedule and monitor work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the arrangement of alternative passenger transport
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant office and communications equipment and materials when arranging alternative passenger transport
• Adapt to differences in transport situations in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:
• a range of work environments
• by night or day

Situations creating a need for alternative transport may include:
• planned track shut down
• unplanned track shut down
• out-of-schedule running which affects connecting services

Types of alternative transport can include:
• buses
• taxis
• air services

Train timetables considered in planning arrangements include:
• all services offered by the organisation potentially affected by the contingency situation

Alternative transport may include:
• buses
• trams
• taxis
• hire cars
• ferries
Alternative transport information requirements may be obtained from:

- timetables
- passenger loading information
- workplace instructions and guidelines
- plans incorporating track shutdowns
- relevant staff and management providing information on unplanned track shutdowns
- incident details

Consultative processes may involve:

- customers
- other workplace personnel
- supervisors and managers
- representatives of other transport organisations
- official representatives

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- workplace plans incorporating track shutdowns
- timetables
- passenger loading information
- contingency incident details and/or information on unplanned track shutdowns
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL3507B  Allocate motive power

Unit Descriptor
This unit involves the skills and knowledge required to allocate motive power in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying train operating requirements, establishing motive power requirements and availability, allocating individual motive power units, and adjusting motive power allocation in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually and skills are required to work within a team environment. It involves the application of routine operational principles and procedures to allocate motive power across a variety of operational contexts in the Australian rail systems.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify train operating requirements
1.1 Train timetables, shunting requirements and track conditions for each line or service are identified and records kept up to date
1.2 Tonnage of individual trains is identified to enable planning of suitable motive power
1.3 Routine usage of motive power units is established to provide an initial allocation framework
1.4 Contingency plans covering operational problems are developed and their impact on motive power requirements taken into account

2 Establish motive power requirements and availability
2.1 Availability of all motive power units is determined including location, operational status, special and routine maintenance requirements
2.2 Motive power required to haul tonnage is determined for each train/service and support activity consistent with track geography, gauge, train weight and conditions is identified
3 Allocate individual motive power units

3.1 Motive power units, including railcar and locomotive types, are allocated to ensure train and support activities are serviced.

3.2 Allocations are documented and communicated to operations personnel and feedback sought to ensure suitability of units planned.

3.3 Relevant OH&S requirements are identified and included in the allocation considerations.

3.4 Documentation authorising the use of allocated motive power for the train service is completed and processed.

4 Monitor and adjust motive power allocation

4.1 Use and requirements for motive power are monitored and possible allocation changes determined to maintain efficient use of resources.

4.2 Contingency plans for unexpected non-availability of specific motive power units or operational non-performance are implemented.

4.3 Changes to allocation are negotiated with operational personnel and motive power maintenance personnel to achieve suitable outcomes.

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice
- Workplace procedures and policies for allocating motive power
- Motive power units and specifications, capabilities and capacity
- Crew requirements and working patterns
- Allocation and maintenance schedules of motive power units
- Track specifications and limitations
- Gauges, distance, gradients and tonnages for relevant track area
- Communication requirements
- Load types
- Timetables and train details
- Emergency procedures
- Relevant industrial awards and agreements
- Equipment, and materials used when allocating motive power, and procedures that should be followed in their use
- Problems that may occur when allocating motive power and appropriate action that can be taken to resolve the problems
• Communication and negotiation requirements when allocating motive power
• Documentation and record requirements

**Required skills:**
• Communicate and negotiate effectively with others when allocating motive power
• Read and interpret instructions, procedures and information relevant to the allocation of motive power
• Read and interpret train graphs and diagrams
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the allocation of motive power
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when allocating motive power
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions that are identified when allocating motive power in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when allocating motive power
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computing and communications equipment and materials when allocating motive power
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be:  
- conducted by day or night  
- in all relevant weather conditions

Motive power allocated may include:  
- locomotives and self propelled railcars  
- steam locomotives  
- diesel and electric types
Resources may include:

- timetables
- track and shunting requirements
- motive power units
- relevant workplace policy
- authorisation documentation

Trains/services for which allocations are made may include:

- short distance freight
- long distance passenger service
- work trains
- special trains
- long distance freight
- urban passenger service
- train service motive power requirements
- support activities such as shunting

Establishing motive power requirements and availability may take into consideration:

- operating policies
- track specifications and limitations
- distances
- communication requirements
- tonnages
- double ended locomotives
- coupling requirements
- available motive power units
- gauges
- crew requirements
- gradients
- load types
- configuration

Contingency processes may involve:

- non-availability of specified motive power
- equipment failure
- operational breakdowns
- communications difficulties

Consultative processes may involve:

- workplace personnel including supervisors and managers
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- workplace rules and operating procedures
- train graphs
- timetables
- printouts from office machines
- displays on computer monitors
- hard copy documentation
- computer based data systems
- verbal and written information from relevant staff and management
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIL3607B**  Develop rosters

**Unit Descriptor**
This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalising work rosters. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the development of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the development of rosters as part of work activities in the rail transport and/or allied industries.

**Competency Field**
L – Resource Management

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### 1 Identify operating requirements

1.1 Transport timetables and running times for each line or service are identified and kept updated within roster operations

1.2 Transport running times are identified for each line or service to ensure all crewing requirements are planned

1.3 Set working or work tasks to be performed are identified for each transport service

1.4 Contingency plans covering operational problems are identified and impact on crewing needs analysed

### 2 Identify tasks and responsibilities and work requirements

2.1 Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned

2.2 Set workings or required work tasks in support activities are identified

### 3 Establish work rosters

3.1 Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave

3.2 Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented

3.3 Rosters are circulated in accordance with workplace policies
and procedures for review by affected personnel

3.4 Relevant OH&S requirements are identified and addressed in the rosters developed

3.5 Relevant safeworking systems and requirements are identified and addressed in the rosters developed

4 Finalise work rosters

4.1 Feedback from personnel associated with rosters is addressed and acceptable modifications agreed

4.2 Final rosters are documented and distributed to ensure work requirements are accurately communicated

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations, safeworking systems and codes of practice relevant to the development of rosters
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for development of rosters
• Focus of operation of work systems, equipment, management and site operating systems for the development of rosters
• Elements of operations relevant to the development of rosters, including: embarkation and disembarkation requirements; equipment capacities and limitations; passenger service needs; personnel capabilities; requirements for absentee coverage; safeworking systems and requirements; station, interchange and terminal operations; support services; and transport services offered by the organisation
• Problems that may occur when developing rosters and appropriate action that can be taken to resolve the problems
• Documentation and reporting requirements for the developing of rosters, including computer-based systems

Required skills:

• Communicate effectively with others when developing rosters
• Read and interpret instructions, procedures and information relevant to the development of rosters
• Interpret set workings and combined set workings
• Interpret transport timetables and service details
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the development of rosters
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when developing rosters
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when developing rosters in accordance with workplace procedures
• Interpret conditions of employment and industrial agreements and awards
• Prepare roster documentation in line with workplace format
• Allocate suitably qualified personnel to tasks
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer/communication/office equipment required when developing rosters
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:  
• in a range of work environments
• by day or night

Work rosters may cover:  
• long distance passenger services
• urban passenger services
• long distance freight services
• short distance freight services
• maintenance vehicle operations
Staff covered by work rosters may include:

- driving and driving support crews
- shunting and marshalling crews
- terminal personnel
- freight handling personnel
- station personnel
- interchange personnel
- transit officers
- security officers
- revenue collection officers
- passenger assist/customer service personnel
- yard support personnel
- crew transport personnel
- transport control centre personnel
- traffic officers

Changes to planned services may include:

- changes in demand
- response to emergencies

Real time issues may include:

- absenteeism
- additional support services due to injury
- emergencies

Support activities may include:

- shunting and marshalling
- freight loading and unloading
- luggage loading and unloading
- vehicle loading and unloading
- station support activities
- interchange support activities
- crew transport
- training personnel
- revenue processing
- operations control

Contingency plans may include:

- non-availability of rolling stock
- additional services
- non-availability of personnel
- non-availability of material handling equipment
- non-availability of freight handling equipment
- late arrival or cancellation of services
Work outcomes or set workings may apply to:

- transport crews
- personnel required for support activities
- transport control personnel
- transport planning personnel

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- regulatory and/or code requirements relevant to the development of rosters
- workplace procedures and policies for the development of rosters
- work rosters
- transport graphs
- hard copy documentation
- safe working forms
- dangerous goods manifest
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
Applicable regulations and legislation may include:

- relevant state/territory regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- state, federal or Territory award legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLIL3707B  Apply and amend rosters

Unit Descriptor
This unit involves the skills and knowledge required to apply and amend rosters in accordance with regulatory and workplace requirements, including identifying changes to timetables, planned activities and support activities; confirming changes to planned activities; confirming personnel availability; re-allocating personnel; and amending rosters. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the application and amendment of rosters.

Work is under minimal supervision, generally within a team environment. It involves the application of workplace procedures and relevant regulatory and code requirements to the application and amendment of rosters as part of work activities in the rail transport and/or allied industries.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify changes to timetables, planned activities and support activities
1.1 Changes to transport timetables are identified and their effect on operation and support areas is assessed
1.2 New work requirements or revised set workings are identified and communicated to appropriate personnel
1.3 Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas
1.4 Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures

2 Confirm changes to planned activities
2.1 Changes to planned services are identified and confirmed and impact on support activities is assessed
2.2 Support activities required to achieve amended service are assessed and necessary resources are identified and allocated
2.3 Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation

3 Confirm personnel availability
3.1 Amended rosters and work requirements are confirmed and distributed to appropriate work areas
3.2 Personnel on amended rosters who are required to achieve
new work outcomes are notified of changes

3.3 Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures

3.4 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

4.1 Agreed changes to rosters are confirmed with appropriate personnel

4.2 Appropriate arrangements are made for the implementation of amended rosters

4.3 Personnel are re-allocated to achieve agreed work outcomes or amended set workings

4.4 Final amendments to rosters are made to achieve agreed work outcomes or set workings

4.5 Appropriate documents are updated to reflect changes made and ensure their recognition

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters

• Relevant OH&S and environmental protection procedures and guidelines

• Workplace procedures and policies for application and amendment of rosters

• Focus of operation of work systems, equipment, management and site operating systems for the application and amendment of rosters

• Embarkation and disembarkation requirements

• Equipment capacities and limitations

• Passenger service needs

• Personnel capabilities

• Requirements for absentee coverage

• Safeworking systems and requirements

• Station, interchange and terminal operations

• Support activities

• Transport services offered by the organisation

• Problems that may occur when amending rosters and appropriate action that can be taken to resolve the problems

• Documentation and reporting requirements for the amending rosters, including computer-based systems
Required skills:

- Communicate effectively with others when applying and amending rosters
- Read and interpret instructions, procedures and information and signs relevant to the application and amendment of rosters
- Interpret set workings and combined set workings
- Interpret conditions of employment and industrial agreements and awards
- Interpret transport timetables and service details
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the application and amendment of rosters
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when applying and amending rosters
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when applying and amending rosters in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when applying and amending rosters
- Allocate suitably qualified personnel to tasks
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/office equipment required when applying and amending rosters
- Adapt to differences in roster requirements in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in:

- in a range of work environments
- by day or night
Staff covered by work rosters may include:

- driving and driving support crews
- shunting and marshalling crews
- terminal personnel
- freight handling personnel
- station personnel
- interchange personnel
- transit officers
- security officers
- revenue collection officers
- passenger assist/customer service personnel
- yard support personnel
- crew transport personnel
- transport control centre personnel
- traffic officers

Changes to planned services may include:

- changes in demand
- response to emergencies

Real time issues may include:

- absenteeism
- additional support services due to injury
- emergencies

Work outcomes or set workings may apply to:

- transport crews
- personnel required for support activities
- transport control personnel
- transport planning personnel

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- regulatory and/or code requirements relevant to the application and amendment of rosters
- workplace procedures and policies for the application and amendment of rosters
- work rosters
- transport graphs
- hard copy documentation
- safe working forms
- dangerous goods manifest
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network
- relevant state/territory privacy legislation
- relevant state/territory OH&S and environmental protection legislation
- state, federal or territory award legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
### demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

### Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIL3807B Organise marshalling and shunting operations

**Unit Descriptor**

This unit involves the skills and knowledge required to organise marshalling and shunting operations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying marshalling and shunting requirements, identifying required rolling stock movements, and planning rolling stock movements in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to marshalling and shunting operations across a variety of operational workplace contexts within the Australian rail system.

**Competency Field**

L – Resource Management

#### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify marshalling and shunting requirements** | 1.1 Track and siding requirements are established, based on customer needs and safe work practices  
1.2 Dangerous goods or other special transportation requirements are established  
1.3 Destinations, arrival times and departure times are established that are consistent with timetable requirements  
1.4 Relevant safe working systems are identified |
| **2 Identify required rolling stock movements** | 2.1 Rolling stock types required are determined from available documentation  
2.2 Rolling stock locations are identified and track and siding availabilities are established to facilitate the marshalling and shunting operation  
2.3 Rolling stock priorities and sequences are sorted in accordance with workplace procedures |
3 Plan rolling stock movements

3.1 Marshalling strategy is identified to achieve safe and efficient loading and unloading
3.2 Resources required to carry out the marshalling strategy are identified
3.3 Appropriate motive power is determined to enable completion of shunting operations
3.4 Track and siding access and options for wagon movements are identified from the marshalling strategy
3.5 Contingency strategy for unplanned events is identified or prepared
3.6 Shunting and marshalling plan and train consist is documented, filed, and distributed in accordance with operational requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Dangerous Goods Codes and regulations
- Marshalling plan and instructions
- Procedures for loading and unloading rolling stock
- Procedures for getting on and off rolling stock in an appropriate manner
- Procedures for coupling and uncoupling rolling stock
- Procedures for operating points and signals
- Procedures for managing hazardous situations
- Radio communication protocol
- Rostering procedures
- Characteristics and features of wagons and other rolling stock
- Loading and unloading facilities
- Yard features and operation
- Principles of operation of protective devices, air brakes, handbrakes, derailleurs
- Location of signals and points
- Local track and signal layouts
- Draw gear capacities and related operating procedures
- Safeworking systems and requirements
- Shunting signals and commands and communication systems
- Timetables and destination information
- Relevant documentation requirements
Required skills:

- Communicate and negotiate effectively with others when organising marshalling and shunting operations
- Read and interpret instructions, procedures and information relevant to the organisation of marshalling and shunting operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of marshalling and shunting operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when organising marshalling and shunting operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising marshalling and shunting operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising marshalling and shunting operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during marshalling and shunting operations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computing and communications and other relevant equipment and materials when organising marshalling and shunting operations
- Adapt to differences in rolling stock and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Resources may include:
- motor vehicles
- fixed signals
- draw gear motive power units
- rail tractors rolling stock
- communication equipment
- switching equipment
- freight handling equipment
- turntables

Safety requirements may include:
- high visibility clothing
- sunscreen
- insect repellent
- safety mask
- portable radios
- gloves
- sun glasses
- safety headwear
- safety footwear
- hearing protection

Unplanned events may involve:
- derailments
- breakdowns
- injuries and fatalities
- hazardous materials, spills, fires and leaks
- track damage
- powerline damage

Consultative processes may involve:
- workplace personnel including supervisors and managers
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network
- order books
- cards/deck sheets
- noticeboards
- special train notices
- yard orders
- periodical circulars
- transport authority rules and operating procedures
- computer-based data systems
- timetables
- train consist
- incident reports
- drivers advice
- train register book
- safeworking forms
- dangerous goods manifests/declarations
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where marshalling/shunting operations are carried out on that network
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria
unit of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

  • Performance is demonstrated consistently over a period of time and in a suitable range of contexts

  • Resources for assessment include:
    o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
    o access to an appropriate range of relevant operational situations in the workplace

  • In both real and simulated environments, access is required to:
    o relevant and appropriate materials and/or equipment, and/or
    o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

  • Assessment of this unit must be undertaken by a registered training organisation

  • As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

  • Practical assessment must occur:
    o through appropriately simulated activities at the registered training organisation, and/or
    o in an appropriate range of situations in the workplace
TLIL3907B Assist with train operations

Unit Descriptor
This unit involves the skills and knowledge required to assist with train operations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes assisting with preparations for train operation, assisting with the operation of the train, assisting with loading and unloading operations, and handing over or stabling the train in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the assisting with train operations across a variety of operational workplace contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assist with preparing for train operation
1.1 Planning documentation is accessed and interpreted to determine the purpose of the journey, constraints, loading information and characteristics and is confirmed with the driver.
1.2 Visual inspections of equipment is carried out and defects are appropriately notified following workplace procedures and manufacturers specifications.
1.3 Assistance is provided with pre-operational checks are carried out on equipment in accordance with workplace polices and procedures.

2 Assist with train operation
2.1 Motive power unit is monitored in conjunction with the driver, and identified faults, defects and deficiencies are reported following workplace procedures.
2.2 Guidance is provided to the driver while stopping and starting to ensure safety of personnel and equipment.
2.3 Train running schedules are monitored and recorded to assist with 'on-time' running.
2.4 Performance of equipment and rolling stock is monitored en route to identify faults or defects and appropriate action is taken as required following workplace procedures.

2.5 Security of loading is monitored en route and appropriate action is taken in accordance with workplace procedures.

2.6 Signals and track/road is monitored en route and appropriate action taken to rectify faults and defects in accordance with workplace procedures.

3 **Hand over or stable train**

3.1 Train is stabled following safeworking systems and requirements to comply with operational instructions.

3.2 Safety devices are activated or put in position to ensure the safety of personnel and equipment.

3.3 Documentation relevant to the train and activities undertaken en route is updated, provided to relief crew and/or forwarded to appropriate personnel in accordance with workplace policies and procedures.

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling.

- Procedures for assisting a driver in monitoring train operations and performance.

- Procedures for fixed and hand signalling and voice communication.

- Procedures for coupling and uncoupling motive power units/rolling stock.

- Loading and unloading procedures.


- Protocols for use of electronic communications equipment.

- Procedures for completing required documentation.

- Train characteristics.

- Track or road characteristics.

- Route knowledge.

- Motive power unit and rolling stock systems.

- Safeworking systems and requirements.

- Documentation required during and following train operations.

- Procedures to be followed in the event of emergencies.

- Procedures for identifying equipment defects and assessing for appropriate action.

- Local procedures and operating requirements.

- Problems that can occur when assisting with train operations and action that should be taken.
Required skills:

- Communicate effectively with others when assisting with train operations
- Read and interpret instructions, procedures and information relevant to train operations
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to train operations
- Document train journey and incidents
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when assisting with train operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when assisting with train operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when assisting with train operations
- Monitor and anticipate operational hazards and take appropriate action
- Monitor journey schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Assist driver in monitoring train performance and security of load
- Select and use relevant equipment and materials when assisting in train operations
- Assist in stabling and securing train
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments
Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Equipment tests may include:
- brake testing
- air continuity test
- ancillary equipment
- stretch tests

Stabling procedure can include:
- arranging for refuelling and servicing
- securing motive power unit
- positioning motive power unit
- securing train

Safety devices can include:
- power, hand brakes and lock-out equipment to prevent motive power unit/train from moving

Relevant personnel who may be consulted may include:
- train controllers
- maintenance personnel
- yard and other operational personnel
- train examiners
- other members of train crew
- signal controllers
- other train crews

Visual inspections include:
- wheels and braking equipment for signs of wear or damage
- flexible connections and fittings for signs of wear or damage
- couplings for signs of wear or damage
- fuel, oil and water
- air leakage
- motive power unit equipment end of train monitoring device
- rolling stock for defects

Constraints can include:
- availability of fuel and water
- gradients and curves
- motive power unit/train performance specification
- rail gauge limitations
- track condition
- environmental conditions
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- motive power unit log book
- maintenance notices and records
- train running sheets
- requests
- train consist forms
- loading information
- train register books
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL4007B Plan and control daily train operations

Unit Descriptor
This unit involves the skills and knowledge required to plan and control daily train operations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes developing a daily train plan, implementing daily train movements, monitoring the daily train plan, and maintaining all required documentation and workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the planning and control of daily train operations across a variety of operational workplace contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Develop daily train plan

<table>
<thead>
<tr>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 The status of current daily train plan is established based on the proposed track movements, and possessions</td>
</tr>
<tr>
<td>1.2 The current plan is amended if appropriate, to accommodate planned transportation movements priorities</td>
</tr>
<tr>
<td>1.3 Contingency plans are developed to cater for unplanned events following company procedures</td>
</tr>
<tr>
<td>1.4 Information relating to transportation movement within the area of movement is collated and analysed</td>
</tr>
<tr>
<td>1.5 Safeworking standards, circulars, faxes and special train notices are checked for application according to workplace procedures</td>
</tr>
<tr>
<td>1.6 Resource availability to accommodate planned transportation movements in daily plan and contingency plan is identified and resources are allocated according to workplace procedures</td>
</tr>
<tr>
<td>1.7 Workplaces operational management system information is reviewed against observed status stock in accordance with workplace procedures</td>
</tr>
</tbody>
</table>
2 Implement daily train movements

2.1 Required authorities and instructions are prepared and issued in accordance with plan

2.2 Traffic movements are directed to ensure optimum running according to train plan and workplace procedures

2.3 Resource movements are coordinated according to train plan and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the planning and control of train operations, including: office and customer service, rostering, radio communication, completing relevant documentation, and procedures to be followed in the event of an emergency
- Train control diagrams and graphing
- Timetabling principles
- System limitations
- Safeworking systems and requirements
- Rail system geography
- Yards, depots and station workings
- Restrictions relating to loads and conditions
- Draw gear capacities
- Operations coordination system
- Track characteristics and limitations
- Train journey requirements
- Relevant documentation requirements

Required skills:
- Communicate effectively with others when planning and controlling daily train operations
- Read and interpret instructions, procedures, information and signs relevant to the planning and control of daily train operations
- Interpret and follow operational instructions and prioritise work
- Document train operations and incidents
- Complete documentation or enter data related to the planning and control of daily train operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning and controlling daily train operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when planning and controlling daily train operations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when planning and controlling daily train operations
- Implement safeworking systems when controlling train operations
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor journey schedule
- Monitor work activities in terms of planned schedule
- Monitor and anticipate operational hazards and take appropriate action
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant equipment and diagrams when planning and controlling daily train operations
- Meet agreed workplace tolerances for train operations
- Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles

The control of train operations within the defined rail network of the workplace embraces:
• the movement of trains
• related operating personnel
• track machines
• alternate transport arrangements
Unplanned events may include:

- derailment
- rail damage
- illness
- dangerous goods spillage
- major equipment failure
- fire
- injury and fatality
- earthworks
- collisions
- bomb threat
- accidents
- acts of nature
- overhead line damage
- out-of-course running
- energy disruptions
- flood
- obstructions
- bridge damage
- explosions

Resources may include:

- motive power units
- train crews
- alternative forms of transport
- rolling stock
- fueling and servicing locations

Internal customers may include:

- train crews
- resource controllers
- area controllers/signallers
- workplace's emergency services
- yard and station staff
- crew transport service
- engineering groups
- train crewing personnel
- adjacent control areas
- business groups within the workplace
External customers may include:
- business groups
- private rail operators
- contracted companies
- general public
- public emergency services
- interstate rail groups.

Communication forms may include:
- telephones
- radio network
- designated software and computer systems
- facsimile
- written notices
- oral and signed communications and forms

Authorisations may include:
- safe working and track possession authorities

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- daily running records
- incident reports
- track possession information
- electronic management systems
- two-way radio operation procedures
- local instructions
- emergency procedures manual
- equipment operations manuals
- isolation and lock out procedures
- track speed, length and load limitations information
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Monitor and record rolling stock locations

Unit Descriptor
This unit involves the skills and knowledge required to monitor and record rolling stock locations in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying rolling stock, identifying planned movements, and verifying and recording movements in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the monitoring and recording of rolling stock locations as part or workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify rolling stock
1.1 Current location and operational status of rolling stock are identified
1.2 Capacity, type and operational specification of rolling stock are identified
1.3 Current train consist information is obtained and interpreted
1.4 Operational management system is reviewed against observed status in accordance with workplace procedures

2 Identify planned movements
2.1 Proposed rolling stock movements are identified
2.2 Status of current train movement plan is confirmed
2.3 Changes to planned train movements are checked and confirmed in accordance with workplace procedures

3 Verify and record movement
3.1 Location and operational status of rolling stock are confirmed
3.2 Information on location of rolling stock is provided where appropriate
3.3 Operational management system is updated with information on location of rolling stock in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the monitoring and recording of rolling stock locations, including: the operation of computer programs for rolling stock tracking, load calculation and allocation requirements, monitoring shunting and marshalling operations, communication protocols, and completing relevant documentation
- Systems and computer programs for rolling stock tracking
- Type, specifications, capacity, characteristics and features of rolling stock
- Track restrictions
- Track specifications
- Load handling equipment use and capacities
- Safeworking systems and requirements
- Relevant documentation requirements
- Procedures to be followed in the event of an emergency
- Problems that may occur when monitoring and recording rolling stock locations and related action that should be taken
- Workplace hazards that may exist when monitoring and recording rolling stock locations and ways in which the risks involved may be eliminated or controlled

Required skills:

- Communicate effectively with others when monitoring and recording rolling stock locations
- Read and interpret instructions, procedures, information and signs relevant to the monitoring and recording of rolling stock locations
- Complete documentation related to the monitoring and recording of rolling stock locations
- Document and record rolling stock locations
- Update workplaces information system
- Interpret and follow operational instructions and prioritise work
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when monitoring and recording rolling stock locations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions identified when monitoring and recording rolling stock locations in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when monitoring and recording rolling stock locations
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring and recording of rolling stock locations
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant office equipment and resources when monitoring and recording rolling stock locations
• Gather information on train movements
• Operate systems and computer programs to track rolling stock movements
• Implement safeworking systems when monitoring and recording rolling stock locations
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles

Operational management systems include: • both the manual and computerised components for conveying, verifying and recording information and instructions between internal and external customers including other workplaces or individuals to whom a service is provided
Locations may include:
- tracks and sidings within the workplace's network
- other rail authorities' network
- customer depots, sidings and yards
- maintenance and servicing sites
- yards within the workplace's network

Rolling stock includes:
- all types of wagons and carriages
- electric locomotives
- multiple units including electric multiple units
- rail tractors
- diesel locomotives
- railcars
- steam locomotives
- track maintenance vehicle

Proposed rolling stock movements include those originating from:
- scheduled services
- implementation of contingency plans
- adjusted services

Contingency plans and contingencies may involve:
- emergency procedures manuals
- ADG Code
- safeworking systems and requirements

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- train movement plans
- train schedules
- rolling stock specifications
- rolling stock records
- emergency procedures manual
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related regulatory requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIL4207B**

**Control rail traffic movement**

**Unit Descriptor**
This unit involves the skills and knowledge required to control rail traffic movement in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes monitoring the status of the current train area plan; implementing the daily working timetable; controlling rail traffic movement; implementing contingency plans for system faults and failures and for planned events; and updating traffic movement documentation in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the controlling of rail traffic movement as part of workplace activities across a variety of operational contexts within the Australian rail industry.

**Competency Field**
L – Resource Management

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Monitor status of current train area plan**

   - 1.1 Actual train movements and associated activities are analysed to establish current situation
   - 1.2 Proposed train movements and associated activities are identified to establish status of area plan in accordance with workplace procedures and policies
   - 1.3 Circulars, telegrams and special train notices are checked for accuracy and adjustments made as required
   - 1.4 Operational management system information is reviewed against observed status and inconsistencies corrected

2 **Implement the daily working timetable**

   - 2.1 Train movements are prioritised and directed in accordance with authorisations to ensure optimum and consistent running to timetable
   - 2.2 Relevant information is communicated to internal and external customers to minimise the effect of changes
2.3 Planned train movements, circulars and special train notices are implemented using safeworking systems and requirements to ensure safety

3 Control rail traffic movement

3.1 Layout, characteristics and condition of track section of responsibility is assessed for its effect on train running

3.2 Train movements are coordinated with other relevant personnel in accordance with safeworking systems and requirements and workplace policies and practices

3.3 Surveillance and alarm systems are monitored to identify emergency situations

3.4 Signalling system is operated to ensure track section of responsibility is open or closed to train pathways as required

3.5 Signalling systems are operated and monitored to ensure safe movement of traffic

4 Implement contingency plans for system faults and failures, and for planned events

4.1 Contingency plan to suit the event or system failure or fault is identified and reviewed as necessary

4.2 Resources to cover the contingency are deployed in coordination with relevant personnel

4.3 Communications with event site are established

4.4 Train plan is adjusted in accordance with safeworking systems and requirements and in coordination with relevant personnel to minimise interruptions and provide alternative services

4.5 Arrangements are made to maintain communications with internal and external customers where possible

4.6 Operational management system information is updated to reflect changes resulting from plan implementation

5 Update traffic movement documentation

5.1 Traffic movement documentation is receipted, compiled and recorded to provide accurate basis for train movement

5.2 Traffic movement documentation is endorsed at the completion of shift in accordance with workplace requirements to ensure accurate hand-over

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
• Workplace procedures for the planning and control of train operations, including: workplace management, train movement documentation, radio communication protocol, completing relevant documentation, and procedures to be followed in the event of an emergency

• Train movement principles

• Timetabling principles

• Signalling and control systems and operations

• Track layout, characteristics and conditions

• Track maintenance and work procedures

• Restrictions relating to loads and conditions

• Draw gear capacities

• Communication systems

• Surveillance and alarm systems

• Problems that may occur when controlling rail traffic and related action that should be taken

• Relevant documentation requirements

**Required skills:**

• Communicate effectively with others when controlling rail traffic

• Give clear instructions relevant to the control of rail traffic

• Read and interpret instructions, procedures and information relevant to the control of rail traffic

• Interpret and follow operational instructions and prioritise work

• Complete documentation and enter data related to the control of rail traffic

• Document train movements and incidents

• Operate electronic communication equipment to required protocol

• Work both individually and collaboratively with others when controlling rail traffic

• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

• Monitor and anticipate operational problems and hazards and take appropriate action

• Promptly report and/or rectify any problems, faults or malfunctions identified when controlling rail traffic in accordance with regulatory requirements and workplace procedures

• Apply safeworking practices and regulations

• Implement contingency plans for unanticipated situations that may occur when controlling rail traffic

• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

• Monitor work activities in terms of planned schedule

• Meet agreed workplace tolerances for train operations

• Modify activities depending on differing operational contingencies, risk situations and environments

• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant equipment and materials when planning and controlling daily train operations
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles

Control of rail traffic movements may require: • the use of automated and manual signalling combined with centralised train control

Associated activities are those that may affect the movement of trains and include: • track maintenance
• signal maintenance
• electrical wiring
• diversion/alternative routing of trains
• track inspection
• construction
• environmental work
• special events

Events triggering the need for implementing contingency plans may include: • breakdowns
• hazardous materials spills
• track damage
• washaways
• collisions
• injuries and fatalities
• fires and leaks
• powerline damage
• derailments
Communication systems may include but are not limited to:

- radios
- telephones
- faxes
- computers
- email
- internet

Customers can be both internal and external, including:

- other members of a work group or team, crew, section or division of the workplace to whom a service is provided
- other work groups or teams, crews, sections or divisions of the workplace to whom a service is provided

Traffic movement documentation can include:

- train timetables
- track possessions notices
- unplanned event reports
- on-track movement

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- protocols for dealing with internal and external customers
- electronic management systems
- information on visual display monitors
- train movement graphs and charts
- two-way radio operation procedures
- emergency procedures manual
- ADG Code
- incident reports
- traffic control equipment operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL4307B Allocate freight

Unit Descriptor
This unit involves the skills and knowledge required to allocate freight in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes confirming a train consist, reviewing the freight load plan, and allocating freight to wagons in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures when allocating freight as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Confirm train consist
1.1 Train consist is checked against original planned consist and any variations are recorded for load planning purposes
1.2 Rolling stock on train is confirmed as available and suitable for loading
1.3 Further modifications to train consist are organised to achieve load plan following workplace procedures

2 Review freight load plan
2.1 Freight load plan is reviewed to identify variations to contribute to development of revised load plan
2.2 Priorities for freight are identified and accounted for in load plan
2.3 New load plan is developed to ensure maximum efficiency for loading/unloading operations
2.4 Freight classed as dangerous goods is identified and planned loading and movement is in accordance with required code of practice
3 Allocate freight to wagons

3.1 Freight load plan is confirmed and freight is identified for loading on selected wagons
3.2 Out-of-gauge freight is allocated to appropriate wagon and recorded on freight load plan
3.3 Non-compatible loads are separated to avoid damage or contamination
3.4 Unplanned restrictions relating to freight allocation are managed within the workplaces contingency plan
3.5 Unresolved freight allocation difficulties/problems are referred to operations planning or other appropriate personnel
3.6 Freight load plan documentation is completed and distributed to appropriate personnel

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the allocation of freight, including: identifying rolling stock, interpreting load specifications and carrying out load calculations, radio communication protocol, completing relevant documentation, and procedures to be followed in the event of an emergency
- Types, characteristics, identification features and specifications of rolling stock
- Types of freight and any special loading or transport requirements
- Train consist documentation
- Load specifications and calculations
- Australian Dangerous Goods Code and associated regulations
- Out-of-gauge requirements
- Rolling stock identification and specifications
- Freight handling capacities
- Freight load plan system and documentation
- Typical problems that can occur when allocating freight and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when allocating freight
- Read and interpret instructions, procedures, information and signs relevant to the allocation of freight
- Interpret and follow operational instructions and prioritise work
- Complete documentation and data entry related to the allocation of freight
• Document freight allocation and incidents
• Operate electronic communication equipment to required protocol
• Calculate loads
• Work both individually and collaboratively with others when allocating freight
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions identified when allocating freight in accordance with regulatory requirements and workplace procedures
• Apply safeworking practices and regulations
• Monitor and anticipate operational problems and hazards and take appropriate action
• Implement contingency plans for unanticipated situations that may arise when allocating freight
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the allocation of freight
• Plan and organise activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant equipment and materials when allocating freight
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles

Freight may include:
• all forms of freight as confirmed on freight booking system

Rolling stock may include:
• all forms of freight carrying rolling stock in any configuration used by the workplace
Out-of-gauge freight includes:  
- all designated as not complying with the gauge template for the specified track

OH&S requirements are those necessary to meet applicable workplace, state/territory and national policies and procedures and may include the use of:  
- gloves
- sunscreen, sunglasses and safety glasses
- hearing protection
- insect repellent
- safety headwear and footwear
- portable radios
- high visibility clothing

Consultative processes may involve:  
- other employees and supervisors
- customers
- management
- other maintenance, professional or technical staff

Communication in the work area may include:  
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- protocols for dealing with internal and external customers
- manifests, bar codes, goods and freight identification
- all forms of freight/train documentation used within a workplace
- statutory forms required for movement of specified freight including dangerous goods declarations where applicable
- ADG Code
- two-way radio operation procedures
- emergency procedures manual
- incident reports
- freight operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards
- ADG Code and regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
Unit Descriptor
This unit involves the skills and knowledge required to organise freight yard movement in accordance with regulatory and workplace requirements, including identifying loading/unloading requirements and priorities, and coordinating freight yard movement activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the organising of freight yard movement as part of work activities in the rail transport and/or allied industries.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify loading/unloading requirements and priorities
1.1 Freight movement requirements are identified using the freight load plan
1.2 Freight movement priorities are established in accordance with freight movement documentation, workplace policies and procedures
1.3 Freight movement timings and the availability of loading/unloading equipment are established using appropriate freight movement documentation and train schedules

2 Coordinate freight yard movement activities
2.1 Yard freight handling equipment is allocated to loading/unloading operations in line with identified priorities
2.2 Marshalling of rolling stock and movement of freight are coordinated to minimise time and potential damage in the freight transfer
2.3 Freight for delivery or collection is appropriately and clearly marked and placed in freight holding area according to workplace procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the organisation of freight yard movement
- Focus of operation of work systems, equipment, management and site operating systems for the organisation of freight yard movement
- Train consist documentation
- Load details and specifications
- Capacity of materials handling equipment
- Australian Dangerous Goods Code
- Workplace's freight tracking system
- Workplace operating policies and procedures
- Train timetables
- Yard operating procedures for rail movements
- Marshalling constraints affecting loading/unloading
- Problems that may occur when organising freight yard movement and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the organisation of freight yard movement including computer based personnel recording systems

Required skills:
- Communicate effectively with others when organising freight yard movement
- Read and interpret instructions, procedures, information and signs relevant to the organisation of freight yard movement
- Interpret train consist documentation
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the organisation of freight yard movement
- Operate electronic communication equipment to required protocol
- Provide leadership when coordinating and controlling work teams
- Work collaboratively with others when organising freight yard movement
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when organising freight yard movement in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising freight yard movement
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the organisation of freight yard movement
- Plan freight yard movement
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/equipment required when organising freight yard movement
- Operate a freight tracking system
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- in a range of work environments
- by day or night

Work conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicular traffic

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 mechanical lifting devices, forklifts and pallets

Freight may include:  
- packages
- luggage
- bicycles
- animals

Consultative processes may involve:  
- other employees, supervisors and managers
- customers and agents
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and policies for the organisation of freight yard movements
- freight documentation including cartnotes, delivery notes, special clearances, consignment notes, dangerous goods certificates, authorised weighbridge certificates, list of contents
- operations manuals, job specifications and induction documentation
- manufacturers specifications and instructions for equipment use
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian and International Explosives Codes
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL4507B   Organise services for special events

Unit Descriptor
This unit involves the skills and knowledge required to organise services for special events in accordance with workplace requirements, including determining the transport requirements, planning and preparing for the special event, and implementing the established transport plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant regulations.

Work is performed individually, and skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when organising services for special events as part of workplace activities in the transport and allied industries.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine transport requirements
1.1 Information about the event is gathered from the relevant people and the impact of the special event on the transport system is analysed and defined
1.2 Resources required to maintain the required level of service during the special event are estimated
1.3 Costs to provide additional resources are calculated and a quotation provided and submitted for approval, if required, according to workplace policies and procedures

2 Plan and prepare for the special event
2.1 The availability of transport units are checked and the necessary permits are obtained to ensure that the planning parameters are realistic
2.2 Transport units are planned to meet service demand, restrictions and anticipated traffic
2.3 Hiring agreements are prepared in accordance with workplace policies and procedures to provide service requirements
2.4 Personnel are rostered to ensure that staff requirements are met
2.5 Workplace details about the service are communicated to relevant people in an appropriate format

3 Implement transport
3.1 Correct signage is organised at the interchange points for
plan

special event departure/arrival points

3.2 Modifications to transport plan are made to accommodate conditions impacting on the special event

3.3 Special announcements are made to communicate details of the services provided

3.4 The success of the plan is monitored and evaluated and reported in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes of practice relevant when organising services for special events
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for organising services for special events
- Overview of the local transport industry
- Workplace products and services
- Relevant insurance and public liability
- Relevant consumer law and trade practice requirements
- Transport system fare structure
- Transport system schedules
- Health regulations
- Bookings, reservation and cancellation processes
- Data file systems
- Quotation processes
- Amendment penalties
- Equipment, and materials used when organising services for special events, and procedures that should be followed in their use
- Problems that may occur when organising services for special events and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when organising services for special events

Required skills:

- Communicate and negotiate effectively with others when organising services for special events
- Read and interpret instructions, procedures, information and signs relevant to the organisation of services for special events
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the organisation of services for special events
- Operate electronic communication equipment to required protocol
• Research and analyse information relevant to organising services for special events
• Provide leadership and work collaboratively with others when organising services for special events
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when organising services for special events in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when organising services for special events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant office and communications equipment and materials when organising services for special events
• Adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by night or day

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles
Special events can include:
- accidents
- derailments
- special community events/need
- dangerous goods spillage
- act of nature
- group hire
- sporting events
- commercial activity
- advertising campaigns
- other disruptions to services

Equipment may include:
- computers
- signage
- public address systems

Resources may include:
- staff
- transport units
- consumables
- transport units including rolling stock and carriages

Consultative processes may involve:
- internal and external customers
- staff
- community representatives
- other workplace personnel
- supervisors and managers
- representatives of other transport organisations

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- face-to-face discussions and memos
- signed communications and forms

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures
Information/documents may include:

- workplace procedures and policies for organising services for special events
- work instructions, job description and induction materials
- itineraries
- staff instructions
- schedules
- public notices
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to the organising of services for special events
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
• access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
TLIL4607B Handle customer luggage/property

Unit Descriptor
This unit involves the skills and knowledge required to handle customer luggage and property in accordance with workplace requirements, including handling customer enquiries; identifying and labelling luggage/property; organising conveyance and transfer; returning luggage/property to customers; and processing lost luggage/property. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when handling customer luggage and/or property as part of workplace activities in the transport and allied industries.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Handle customer luggage/property

1.1 Customer enquiries are handled in a courteous manner and accurate advice and information is provided

1.2 Customer luggage/property is identified and labelled for correct destination and a receipt is issued in accordance with workplace policies and procedures and legislation

1.3 Luggage/property conveyance is arranged taking into account correct handling procedures for different categories of luggage

1.4 Luggage is issued on presentation of customer receipt or in accordance with workplace requirements

1.5 Appropriate action is taken to ensure the transfer of luggage to other transport networks, following workplace procedures

2 Process lost luggage/property

2.1 Lost luggage/property status is substantiated using appropriate enquiries

2.2 Lost luggage/property is investigated and traced in accordance with workplace policies and procedures

2.3 Lost luggage/property records are maintained in accordance with workplace policies and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for handling customer luggage and/or property
• Workplace customer service policies
• OH&S manual handling procedures
• Transport system
• Luggage forwarding procedures
• Insurance and public liability
• Consumer laws and trade practice requirements
• Transport system timetables
• Labelling and coding systems
• Procedures for dealing with dangerous goods
• Equipment and materials used when handling customer luggage and/or property, and precautions and procedures that should be followed in their use
• Problems that may occur when handling customer luggage and/or property and appropriate action that can be taken to resolve the problems
• Documentation and record requirements applicable when handling customer luggage and/or property
• Communication and negotiation requirements when handling customer luggage and/or property

Required skills:

• Communicate effectively with others when handling customer luggage and/or property
• Read and interpret instructions, procedures, information and signs relevant to the handling of customer luggage and/or property
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the handling of customer luggage and/or property
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when handling customer luggage and/or property
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when handling customer luggage and/or property in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office and communications equipment and materials when handling customer luggage and/or property
- Adapt to differences in equipment in accordance with standard operating procedures
- Secure stored items
- Handle heavy items correctly
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
- by day or night
- in a range of work environments

**Work may be conducted:**
- in restricted spaces
- in exposed conditions
- in controlled or open environments

**Work may involve exposure to:**
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

**Luggage/property can be any article carried or forwarded by the customer using the transport system including:**
- bags
- sporting goods
- bicycles
- motorcycles
- animals
- household items
- prams and strollers

**Luggage conveyance can include:**
- lifting
- carrying
- mechanical lifting and carrying
- packing
- storage
Lost property may be dealt with by:
- forwarding to the owner
- forwarding to authorities
- forwarding to storage unit
- forwarding to sale

Other transport networks may include:
- bus
- coach
- taxi
- ship
- airlines

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- face-to-face discussions and memos
- oral, aural or signed communications

Consultative processes may involve:
- customers
- other workplace personnel
- supervisors and managers

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- labels
- relevant forms and documentation for the transfer of luggage and/or property
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations, including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies
  and other simulated practical and knowledge
  assessment, and/or
  o access to an appropriate range of relevant
  operational situations in the workplace
• In both real and simulated environments, access is
  required to:
  o relevant and appropriate materials and/or
  equipment, and/or
  o applicable documentation including
  workplace procedures, regulations, codes of
  practice and operation manuals

**Method of assessment**
• Assessment of this unit must be undertaken by a
  registered training organisation
• As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at
  the registered training organisation, and/or
  o in an appropriate range of situations in the
    workplace
TLIL4707B  Coordinate train movement activities

Unit Descriptor
This unit involves the skills and knowledge required to coordinate train movement activities in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes maintaining communications with drivers, communicating with staff and customers, and overseeing train disablement in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles, regulations, safeworking codes, protocols and procedures to the coordination of train movement activities as part of workplace activities across a variety of operational contexts within the Australian rail industry.

Competency Field
L – Resource Management

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Communicate with drivers
1.1 Communication with train drivers is undertaken to ensure they are informed of train movements, train arrival, position and departure in accordance with workplace policies and procedures
1.2 Appropriate communication techniques are employed in the case of radio malfunction

2 Communicate with staff and customers
2.1 Communication with relevant railway personnel is undertaken to ensure that they are informed of train movements in accordance with workplace's policies and procedures
2.2 Customers are informed of train movement details using appropriate communication technologies and following company procedures

3 Oversee train disablement
3.1 Disabled trains are secured and protected in accordance with company policies and procedures
3.2 Full details about disablement process are communicated to staff and train control using appropriate communication technologies
3.3 Customers are informed of progress of disablement process and, when required, evacuation procedures are clearly communicated to passengers
3.4 Train disablement documentation is completed accurately in the required format

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for the coordination of train movement activities, including: train movement procedures, train movement documentation, train disablement process, communication methods and protocol, completing relevant documentation, and procedures to be followed in the event of an emergency, including evacuation procedures
- Train movement principles
- Timetabling principles
- Communication systems and equipment
- Relevant documentation requirements
- Problems that may occur when coordinating train movement activities and action that should be taken to resolve the problems

Required skills:
- Communicate effectively with others when coordinating train movement activities
- Read and interpret instructions, procedures and information relevant to the coordination of train movement activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the coordination of train movement activities
- Operate electronic communication equipment to required protocol
- Work both individually and collaboratively with others when coordinating train movement activities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating train movement activities in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when coordinating train movement activities
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when coordinating train movement activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant equipment and materials when coordinating train movement activities
• Adapt to differences in equipment in accordance with standard operating procedures
• Meet agreed workplace tolerances for train operations
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all relevant weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles

Train movements may include: • departures
• arrivals
• disablements
• shunting

Communication methods may include: • signals
• hand signals and lamps
• loud speaker systems
• flags
• telephone
• public address
Consultative processes may involve:
- other employees and supervisors
- customers
- other professional and technical personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where train movements occur out on that network
- workplace procedures and job specification
- induction and training materials
- protocols for dealing with internal and external customers
- electronic information systems
- information on visual display monitors
- verbally communicated train movement information
- schedules
- timetables
- operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where train movements are carried out on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit
requirements of the elements and performance criteria of this unit and include demonstration of applying:
- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL4807B Prepare for train departure

Unit Descriptor
This unit involves the skills and knowledge required to prepare for train departure in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. This covers both freight and passenger trains. For freight trains, it includes the checking of rolling stock, equipment and related documentation. For passenger trains, it includes the checking of passenger facilities, assessing stock levels, checking for any planned variations from normal routines, and inspecting train equipment in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the preparations for train departure as part of work activities across a variety of operational contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Check train equipment
1.1 Train equipment is checked for effective operation
1.2 Problem areas are identified and remedial action is organised following established procedures

2 Check for any planned variations from normal routines
2.1 Planned variations and special instructions pertaining to the train are noted and accommodated according to workplace procedures

3 Check passenger facilities (where relevant)
3.1 Passenger facilities are checked to ensure that they are clean and operating as required
3.2 Passenger convenience items are checked to ensure that they meet the recommended levels
3.3 Variations from established standards are rectified, following workplace procedures and manufacturers specifications
3.4 Major faults are reported to the appropriate person, following workplace procedures

4 Check stock levels (where relevant)

4.1 Stock levels are checked to ensure required amounts are present
4.2 Adjustments to stock levels are made, following workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice for manual handling
- Workplace procedures for preparing a train for departure, including: the replenishment of consumable items, obtaining assistance from maintenance staff, lost property procedures, communication methods and protocols, and completing relevant documentation
- Structure of the train consist
- Types of rolling stock and passenger cars and their features
- Rolling stock and car sequence and relevant labelling requirements
- Relevant documentation requirements
- Problems that may occur when preparing a train for departure and action that should be taken to resolve the problems
- Normal level of use of consumable items such as food and beverages
- Position and number of fire extinguishers
- Location and content of emergency equipment
- Location and content of First Aid box
- Essential equipment, supplies and materials required for trip
- Customer service and cleanliness standards
- Variations to normal routines as they apply to VIPs and special guests

Required skills:
- Communicate effectively with others when preparing a train for departure
- Read and interpret instructions, procedures and information relevant to the preparation of a train for departure
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the preparation of a train for departure
- Operate electronic communication equipment to required protocol
- Work both individually and work collaboratively with others when preparing a train for departure
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions that may be identified when preparing a train for departure in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the preparation of a train for departure
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and use relevant equipment and materials
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  • by day or night
                                           • in all relevant weather conditions

Work may be conducted in:   • restricted spaces
                                       • exposed conditions
                                       • controlled or open environments

Work may involve exposure to:  • chemicals
                                            • dangerous or hazardous substances
                                            • movements of equipment, goods and vehicles

Trains may include:  • both freight and passenger trains and the resources to be checked may include all required on-board equipment, stocks and supplies relevant to the train concerned

Major faults may include:  • breakdowns
                                      • breakages
                                      • defective or non-functioning equipment

Passenger facilities may include:  • toilets
                                            • carriages
                                            • buffet cars
                                            • fire extinguishers
                                            • First Aid box
Passenger convenience items may include:

- consumables
- tissues
- foods
- plastic cups
- toilet paper
- paper towels
- cooking utensils
- eating utensils

Communication methods may include:

- telephone
- fax
- signed forms
- oral and signed communications

Consultative processes may involve:

- other employees and supervisors
- customers
- other professional and technical personnel

Protective clothing may include:

- gloves
- safety boots
- protective clothing
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- the Code of Practice for the Defined Interstate Rail Network in situations where train movements occur out on that network
- workplace procedures and job specifications
- induction and training materials
- protocols for dealing with internal and external customers
- equipment, supplies and materials checklists
- manufacturers specifications and instructions for equipment
- verbally communicated information and instructions
- operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- the Code of Practice for the Defined Interstate Rail Network in situations where train movements occur on that network
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant Australian Standards

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL4907B Develop train plans and schedules

Unit Descriptor
This unit involves the skills and knowledge required to develop train plans and schedules in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes analysing train requirements, establishing train specifications, establishing train section run times, and monitoring and updating train requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of regulatory requirements and operational principles and procedures to develop train plans and schedules as part of work activities across a variety of operational workplace contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse train requirements
1.1 The customer is consulted to establish their rail service requirements
1.2 Rail service provision is negotiated with the client, recorded and forwarded to operations control as per workplace procedures
1.3 Resource requirements are identified, noting special requirements for dangerous goods

2 Establish train specifications
2.1 Train consist is established to ensure efficient movement of freight or passengers
2.2 Train configuration is established to provide for the efficient loading and unloading of freight and/or passengers, taking into account freight /passengers with special loading/unloading requirements
2.3 The train specifications are checked to ensure that they meet special operating requirements and restrictions
3 Establish train section run times

3.1 Train section run times are confirmed for normal operations
3.2 Train section run times for specific trains are established and graphed on the appropriate train timetables
3.3 Train section run times are negotiated with the appropriate rail authorities where required
3.4 Alterations/cancellations affecting train running times are promptly communicated to the appropriate rail authorities as required

4 Monitor and update train requirements

4.1 Additional requirements are identified and incorporated into existing trains where possible
4.2 Additional requirements not able to be incorporated into existing trains are allocated to alternative trains
4.3 Detailed information relating to updated trains and dangerous goods requirements are conveyed to appropriate personnel as required by the workplace

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for developing train plans and schedules, including: office and customer service procedures, communication protocols, and procedures for completing relevant records and documentation
- Rail services provided by the organisation
- Freight handling equipment used by the organisation
- Customer service policies and guidelines
- Details of wagons, carriages and locomotives used by the organisation
- Timetables
- Safe working systems and requirements
- Relevant external rail authorities' operating requirements
- Contractual arrangements with account customers
- Typical problems that can occur when developing train plans and schedules and appropriate action that can be taken to prevent or solve them
- Relevant documentation requirements

Required skills:

- Communicate and negotiate effectively with others when developing train plans and schedules
- Read and interpret instructions, procedures, information and signs relevant to the development of train plans and schedules
- Interpret train graphs and diagrams
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the development of train plans and schedules
- Operate electronic communication equipment to required protocol
- Carry out calculations related to loads and train data
- Work collaboratively with others when developing train plans and schedules
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when developing train plans and schedules in accordance with regulatory requirements and workplace procedures
- Plan train consists
- Implement safeworking systems when developing train plans and schedules
- Implement contingency plans for unanticipated situations that may arise when developing train plans and schedules
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate electronic computing equipment
- Adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all relevant weather conditions

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:  
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Equipment may include:  
- all trains used within the rail system

Customers and passengers include:  
- all current national, key and local account customers as well as all potential customers and internal customers
Rail services include:
- the rail services currently provided by the workplace as well as approved rail services for future operations

Commercial and financial arrangements include:
- all rates and fares appropriate to the range of rail services and customers/clients (including potential customers/clients) covered by workplace operations

Workplace policies and procedures include:
- all relevant documentation appropriate to dealing with customers/clients

Operations control includes:
- the planning functions across a workplace not necessarily located in one location

Resources include motive power for all forms of:
- locomotive or railcar power units
- wagons/carriages and personnel

Special operating requirements and restrictions include:
- train length and gauge limits
- track condition
- specific loading and unloading requirements for passengers or freight

 Dangerous goods may include:
- all freight or cargo covered by ADG Code

Train timetables include:
- all published documentation applicable to the workplace's rail services provided

Rail authorities include:
- all authorities authorised to control section(s) of track within specified boundaries

Internal customers may include:
- train crews
- resource controllers
- area controllers/signallers
- workplace's emergency services
- yard and station staff
- crew transport service
- engineering groups
- train crewing personnel
- adjacent control areas
- business groups within the workplace

External customers may include:
- business groups
- private rail operators
- contracted companies
- general public
- public emergency services
- interstate rail groups
Communication forms may include:

- telephones
- radio network
- computer systems, email and internet
- fax
- written notices and memos
- oral and signed communications and forms

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace procedures and job specification
- induction and training materials
- train timetables
- electronic management systems
- two-way radio operation procedures
- emergency procedures manual
- manufacturers specifications and instructions for equipment
- verbally communicated information and instructions
- operations manuals
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- ADG Code and associated regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:
ο the underpinning knowledge and skills
ο relevant legislation and workplace procedures
ο other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  ο a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  ο access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  ο relevant and appropriate materials and/or equipment, and/or
  ο applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  ο through appropriately simulated activities at the registered training organisation, and/or
  ο in an appropriate range of situations in the workplace
TLIL5007B  Allocate rolling stock

Unit Descriptor
This unit involves the skills and knowledge required to allocate rolling stock in accordance with workplace procedures and the requirements of relevant safeworking regulations and codes of practice. It includes identifying train consists and passenger and/or freight requirements, establishing available rolling stock, allocating rolling stock to trains, and monitoring and amending rolling stock allocation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually and skills are required to work within a team environment. It involves the application of regulatory requirements and operational principles and procedures to allocate rolling stock as part of work activities across a variety of operational workplace contexts within the Australian rail system.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify train consists and passenger and/or freight requirements

1.1 Details of train consist and passenger numbers acquired from train planning are evaluated against available resources in accordance with workplace procedures

1.2 Train running times and train details are identified to confirm timings in accordance with workplace procedures

1.3 Initial estimate of required rolling stock by numbers and types for each rail service is made

2 Establish available rolling stock

2.1 Passenger numbers and class of travel to be catered for with a passenger train are identified to ensure suitable carriages are provided

2.2 Types of freight train rolling stock required for the established freight loads and track dimensions are identified in accordance with workplace procedures

2.3 Passenger or freight train rolling stock locations are established using available tracking systems and procedures

2.4 Serviceability of the required rolling stock is confirmed using
appropriate workplace procedures

2.5 Support rolling stock for passenger trains (such as dining cars) is located and assigned for each rail service

2.6 Rolling stock committed for the rail service is recorded as being required for use prior to positioning for service/loading operations

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations including codes of practice
- Workplace procedures and policies for allocating rolling stock
- Rolling stock and specifications, capabilities and capacity
- Allocation and maintenance schedules of rolling stock
- Track specifications and restrictions
- Gauges, distance, gradients and tonnages for relevant track area
- Communication requirements
- Load types
- Load calculation and allocation requirements
- Load handling equipment use and capacities
- Shunting and marshalling requirements
- Equipment and materials used when allocating rolling stock, and procedures that should be followed in their use
- Problems that may occur when allocating rolling stock and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when allocating rolling stock

Required skills:
- Communicate effectively with others when allocating rolling stock
- Read and interpret instructions, procedures and information relevant to the allocation of rolling stock
- Interpret train movement graphs and diagrams
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the allocation of rolling stock
- Operate electronic communication equipment to required protocol
- Calculate load requirements
- Work collaboratively with others when allocating rolling stock
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions that may be identified when allocating rolling stock in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when allocating rolling stock
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the allocation of rolling stock
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be: • by day or night
• in all relevant weather conditions

Support rolling stock may include:
• dining cars
• lounge cars
• observation decks
• conference cars
• bar cars

Rolling stock tracking systems may include:
• manual tracking systems
• computer-based tracking systems

Trains/services for which allocations are made may include:
• long distance passenger service
• urban passenger service
• short distance freight service
• long distance freight service
• work trains
• special freight trains
Factors involved in establishing rolling stock requirements and availability may include:

- operating policies
- available rolling stock
- track specifications and limitations
- gauges
- distances
- communication requirements
- tonnages (for freight trains)
- load types (for freight trains)
- configuration
- coupling requirements

Contingency plans may include:

- non-availability of specified rolling stock
- operational breakdowns
- equipment failure
- communications difficulties

Consultative processes may involve:

- workplace personnel including supervisors and managers
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- workplace rules and operating procedures
- print-outs from office machines
- displays on computer monitors
- hard copy documentation
- computer-based data systems
- verbal and written information from relevant staff and management
Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant codes and regulations pertaining to the carriage of dangerous and hazardous goods including the ADG Code
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the
workplace
TLIL5061A  Apply knowledge of the international freight forwarding industry

Unit Descriptor
This unit involves the skills and knowledge required to develop, update and apply an in-depth understanding of the international freight forwarding industry to advanced freight forwarding activities. This includes the demonstration of the required industry knowledge; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons applying knowledge of the international freight forwarding industry as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access and interpret information on the international freight forwarding industry

1.1 Information on the international freight forwarding industry is regularly accessed from appropriate sources

1.2 Information on the international freight forwarding industry is interpreted and applied when working on freight forwarding projects

1.3 Continuous professional development is undertaken to ensure a current knowledge of the freight forwarding industry as per industry practice and company standard procedures

2 Demonstrate the required knowledge of

2.1 The knowledge of the international freight forwarding industry required to perform effectively as an international freight forwarding industry.
the international freight forwarding industry

forwarder is demonstrated through the successful completion of a range of assignments and both real and simulated freight forwarding projects

3 Apply industry information to the freight forwarding role and functions

3.1 Current information on the international freight forwarding industry is consistently applied when carrying out the international freight forwarding role and functions

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Overview of the international freight forwarding industry including the business aspects of freight forwarding and the key activities of freight forwarding companies
- Overview of Australian and international regulations, conventions and codes of practice applicable to international freight forwarding (including the importing, exporting and transiting of goods)
- Legalities and liabilities in international transport and freight forwarding
- Ethical responsibilities in freight forwarding
- Relevant OH&S and environmental procedures and regulations
- The typical organisational structure of an international freight forwarding company
- The role and functions of an international freight forwarder
- Australian and international regulatory authorities in international freight forwarding and trade include but are not limited to:
  - Australian Customs and Border Protection Service
  - AMSA (Australian Maritime Safety Authority)
  - AQIS (Australian Quarantine and Inspection Service)
  - CASA (Australian Civil Aviation Authority)
  - IATA (International Air Transport Association)
  - ICAO (International Civil Aviation Organization)
  - IMO (International Maritime Organization)
  - government agencies responsible for transport security
- Other Australian and international organisations in forwarding and trade (professional associations, industry associations, unions etc.). Examples include but are not limited to:
  - ATC (Australian Transport Council)
  - ARA (Australasian Railway Association)
  - BIPAR (La Federation Europeenne des Intermedaires d'Assurances, The European Federation of Insurance Intermediaries)
  - ECSA (European Community of Shipowners' Associations)
  - CSG (Consultative Shipping Group, London)
  - FIATA (Fédération Internationale des Associations de Transitaires et Assimilés, International Federation of Freight Forwarders Associations)
  - OTIF (Intergovernmental Organisation for International Carriage by Rail)
  - TIACA (The International Air Cargo Association)
o UIC (International Railway Union)
o UIRR (International Union of Combined Road-Rail Transport Companies)

• The basics of international trade and commerce
• Definitions, purpose and use of Incoterms and Combiters
• An in-depth and up-to-date knowledge of global freight forwarding geography
• An understanding of the geopolitical aspects of international freight transport
• Modes of international transport including sea, air, road, rail and multimodal
• Freight forwarding equipment, processes and systems for the various modes of international freight transport
• The use of containers and containerisation in international freight transport
• Parameters of freight forwarding services relevant to customer requirements
• Special transport services including consolidation, special cargoes and special forwarding projects
• An overview of risk management and the typical problems that can occur when providing international freight forwarding services to customers, and related appropriate action that can be taken to prevent or solve them
• An overview of the transport and liability insurance requirements for international freight forwarding
• Overview of the information and documentation required when providing international freight forwarding services
• Sources of information on the international freight forwarding industry
• Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
• Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

**Required skills:**

• Communicate effectively with others when providing international freight forwarding services, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
• Read and interpret instructions, procedures, and other information relevant to the provision of international freight forwarding services
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision of international freight forwarding services, including data entry to a computer system
• Operate information and communication technology equipment to required protocol
• Work collaboratively with others when providing international freight forwarding services
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when providing international freight forwarding services in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when providing international freight forwarding services
• Monitor work activities in terms of planned schedule and deadlines
• Apply relevant Australian and international codes of practice and legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment as per standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:
• the importing of goods
• the exporting of goods
• the transiting of goods
The role and functions of an international freight forwarder include:

- advising customers on and planning suitable modes of transport and the routing of international freight transport including booking space with carriers and making arrangements for pick up, carriage and delivery of the goods
- applying an in-depth understanding of worldwide transport geography to international freight forwarding
- liaising with a global network of related companies and agents and contacts in all major ports and cities on international freight forwarding matters
- organising for the transport of special cargoes, special freight forwarding projects and dangerous goods
- recognising, inspecting and following applicable regulatory requirements when any dangerous goods are offered for shipment
- organising the consolidation of shipments
- managing risk in international freight forwarding and for international freight transport including finding alternative routing in the event of contingencies
- assisting in the organisation of suitable insurance arrangements
- managing the documentation requirements for international freight and obtaining any unique certificates necessary to import and export goods
- negotiating rates and contracts and ensuring that the sales contract negotiated between the international buyer and the seller is executed smoothly and efficiently
- ensuring maintenance of billings, and accounts
- applying a knowledge of the legalities and liabilities of key parties involved in international freight transportation and complying with the ethical standards of international freight forwarding
- completing all calculations required in international freight forwarding
- advising on and organising for the packaging, packing, labelling, documenting, loading stowage and storage of international freight
- assisting in the clearance and release of international freight from customs or other detention
- promoting and marketing the international freight forwarding business of the organisation concerned
- tracking and tracing international freight shipments from door to door
- providing quality customer service
- communicating regularly with customers

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
Knowledge of global transportation and freight forwarding geography includes:

- regulatory frameworks as they relate to the import and export of goods and related aspects of both international and domestic freight transport
- regions, continents and the most important trading countries
- the main flows of freight traffic world-wide, including sea, air, road, rail, inland waterways and multimodal transport
- an understanding of key transport terminals, sea ports, airports etc.
- physical and climatic conditions of international transport routes and destinations
- times and time zones
- geopolitical aspects of international freight transport
- economic and trading situations and agreements

Knowledge of global transportation and freight forwarding geography covers regions such as:

- Australasia
- Southeast Asia
- South Pacific
- North America
- Central America/West Indies
- South America
- Europe (Northern and Mediterranean)
- Central Asia
- East Asia/Indian Sub-Continent
- The Middle East
- Africa

Requirements for work may include:

- freight forwarding protocols and procedures
- compliance with relevant regulations
- information and communication systems and equipment
- workplace organisation
- sales contracts
- hours of operation
- authorities and permits
Parameters of freight forwarding services relevant to customer requirements may include:

- standard procedures for the international forwarding of freight
- type of transport modes
- various consignment methods
- relevant regulations and legislative requirements
- required import/export documentation and requirements
- transport security requirements
- insurance requirements
- service costs
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Consultative processes may involve:

- customers
- a global network of international and domestic agents, regulatory authorities, carriers, suppliers, and other freight forwarding contacts
- other employees and supervisors
- freight forwarding specialists in areas such as dangerous goods, special cargoes etc.
- management
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail
Information/documents may include but are not limited to:

- Australian and international regulations and conventions relevant to the international transfer of freight
- Summaries and definitions of Incoterms and Combiters
- Customers' instructions and transport requirements
- Workplace standard operating procedures and policies
- Operations manuals, job specifications and procedures and induction documentation
- Agents advice on available transport options, timetables, schedules and issues
- Standard FIATA forms and documentation such as:
  - A Negotiable Multimodal Transport Bill of Lading (FB/L)
  - A Non-negotiable Multimodal Transport Waybill (FWB)
  - A Forwarders Certificate of Receipt (FCR)
  - A Forwarders Certificate of Transport (FCT)
  - A Forwarders Warehouse Receipt (FWR)
  - A Forwarders Forwarding Instructions (FFI)
  - A Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - A Shippers Intermodal Weight Certification (SIWC)
  - An Original Bill of Lading (OB/L)
  - A Master Air Waybill (MAWB)
  - A House Bill of Lading (HBL)
  - A House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- Cargo manifests
- Pre-advice and pre-alert documents
- Operations manuals, job specifications and procedures and induction documentation
- Relevant Australian and international standards, criteria and certification requirements
- Data obtained through communications technology equipment and oral, aural or signed communications
- Freight forwarder company’s quality assurance standards and procedures
- Emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a current knowledge of the international freight forwarding industry through appropriate continuous professional development activities
  - interpreting and applying the required industry knowledge to the international freight forwarding role and functions

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
Practical assessment must occur:
  o through activities in an appropriately simulated environment at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL5062A  

Apply knowledge of logistics, storage and distribution to international freight forwarding

Unit Descriptor
This unit involves the skills and knowledge required to develop, update and apply knowledge of logistics, warehousing, storage and distribution when performing advanced international freight forwarding activities. This includes the demonstration of the required knowledge of logistics, warehousing, storage and distribution; the consistent interpretation and application of that knowledge to the freight forwarding role and functions; and undertaking sufficient appropriate continuous professional development activities to maintain the currency of the required knowledge and understanding. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons applying knowledge of logistics, storage and distribution as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access and interpret information on logistics, warehousing, storage and distribution

1.1 Information on logistics, warehousing, storage and distribution aspects of international freight forwarding is regularly accessed from appropriate sources

1.2 Information on logistics, warehousing, storage and distribution is interpreted and applied when working on freight forwarding projects

1.3 Continuous professional development is undertaken to ensure a current knowledge of logistics, warehousing, storage and distribution aspects of international freight forwarding as per
2 Demonstrated the required knowledge of logistics, warehousing, storage and distribution

2.1 Quality standards and procedures for export logistics processes are confirmed and/or updated in accordance with workplace procedures

3 Apply information knowledge of logistics, warehousing, storage and distribution to the freight forwarding functions

3.1 Current information on logistics, warehousing, storage and distribution aspects of international freight forwarding is consistently applied when carrying out the international freight forwarding role and functions

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant Australian and international regulations, conventions, codes of practice and legislative requirements (including those applicable to the importing, exporting and transiting of goods)
- Definition and an understanding of the origins of logistics systems
- The main steps in logistics projects
- Basic understanding of logistics terms such as JIT, ‘pull systems’, physical distribution systems, supply chain management, tailor made services etc.
- The role of the forwarder in logistics activities
- The forwarder’s functions in the supply chain processes
- Basic understanding of the role of logistics providers and related physical distribution systems
- The procedures of warehousing as they relate to freight forwarding
- Types of warehouses
- Financial aspects of storage
- Rights and duties of the warehouse operator and the customer
- Warehouse charges and rent
- Documentation and information and communication technology systems used in warehouses
- Sources of information required to perform international freight forwarding functions
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

Required skills:
• Communicate effectively with others when applying a knowledge of logistics, warehousing, storage and distribution to international freight forwarding functions, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)

• Read and interpret instructions, procedures, information and regulations relevant to logistics, warehousing, storage and distribution aspects of international freight forwarding

• Interpret and follow operational instructions and prioritise work

• Complete documentation related to the provision of international freight forwarding services, including data entry to a computer

• Operate electronic communication equipment to required protocol

• Work collaboratively with others when providing international freight forwarding services

• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

• Promptly report and/or rectify any identified problems that may arise when providing international freight forwarding services in accordance with regulatory requirements and workplace procedures

• Implement contingency plans for unanticipated situations that may occur when providing international freight forwarding services

• Monitor work activities in terms of planned schedule

• Modify activities depending on differing operational contingencies, risk situations and environments

• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

• Select and appropriately apply technology, information systems and procedures to complete workplace tasks

• Operate and adapt to differences in equipment in accordance with standard operating procedures

• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

*International freight forwarding includes services related to:*  
  - the importing of goods  
  - the exporting of goods  
  - the transiting of goods

*Logistics encompasses:*  
  - the process of planning, implementing, and controlling the efficient, effective flow and storage of goods, services, and related information from point of origin to point of consumption for the purpose of conforming to customer requirements
Supply chain management encompasses:

- the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. It also includes coordination and collaboration with suppliers, intermediaries, third-party service providers, and customers.

Types of warehouses include:

- private warehouses
- bonded warehouses
- public warehouses

Warehouse equipment and systems include:

- racking and layout systems
- lift trucks and VNA (very narrow aisle) trucks
- automated conveyor lines
- order picking equipment
- fully automated warehouse systems

Warehouse charges may include:

- storage charges
- warehouse rent
- warehouse insurance
- warehouse handling fees
- ancillary charges
- IT based invoicing

Distribution systems encompass:

- the procedures, methods, equipment, and facilities, designed and interconnected to facilitate and monitor the flow of goods or services from the source to the end user.

Distribution centres are:

- warehousing facilities located throughout a supply chain in which goods are sorted, assembled, staged or stored temporarily

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.
Consultative processes may involve:
- customers
- logistics, warehousing and distribution contacts and specialists
- other employees and supervisors
- relevant regulatory authorities and institutions
- management
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:
- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail
Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- warehousing forms and documentation such as:
  - a FIATA forwarder’s warehouse receipt (FWR)
  - private warehouse receipt
  - a warrant warehouse receipt
- cargo manifests
- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company’s quality assurance standards and procedures
- information accessed through communications/computer technology and equipment, and verbal or signed communications
- freight forwarder company’s quality assurance standards and procedures
- emergency procedures

Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - maintaining a current knowledge of the logistics, warehousing, storage and distribution issues as they relate to the international freight forwarding industry through appropriate continuous professional development activities
  - interpreting and applying the required knowledge of logistics, warehousing, storage and distribution to the international freight forwarding role and functions
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5063A  Review contracts, insurance, risk and liability in the international freight forwarding context

Unit Descriptor
This unit involves the skills and knowledge required to review contracts, insurance, risk and liability in the international freight forwarding context. This includes examining an international freight forwarding sales contract; examining an international freight forwarding service contract; managing risk in international freight forwarding; assisting in organising transport insurance requirements; confirming or organising liability insurance requirements; assisting a customer to make a claim on a transport insurance policy; and making a claim on a liability insurance policy. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons involved in reviewing contracts, insurance, risk and liability as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Examine an international freight forwarding sales contract

1.1 The sales contract (or evidence of the sales contract) is reviewed and the relevant Incoterm and other factors relevant to the forwarder are confirmed and used as the basis for the apportionment of costs throughout the forwarding activities

1.2 The sales contract is used to determine project deadlines as well as the respective responsibilities, rights and liabilities between the buyer and seller in any given transaction

2 Examine an international freight forwarding service

2.1 The service contract and supporting documents are reviewed and confirmed

2.2 The service contract and supporting documents are interpreted
## TLIL5063A Review contracts, insurance, risk and liability in the international freight forwarding context

### Contract

and the required action is taken

### Manage risk in international freight forwarding

3.1 The risks associated with a planned international freight forwarding activity are assessed using appropriate risk analysis techniques  
3.2 Suitable strategies for controlling the identified risks are established in consultation with the customer  
3.3 Risk factors are identified and monitored throughout the freight forwarding project  
3.4 Alternative routing and other risk control measures are implemented where justified in the event of critical contingencies that arise before or during the freight transport  
3.5 Checks are made that all conventions for international freight transport are fulfilled

### Assist in organising insurance requirements for international freight forwarding

4.1 Insurance requirements for the international freight transport are evaluated as per standard procedures taking into account the critical risk factors in the project  
4.2 Assistance is provided in organising an appropriate policy providing the required cover for the project where required  
4.3 In the event of loss or damage, assistance is provided to the customer to make a claim on the insurance as per the policy requirements and standard procedures  
4.4 All documentation to support an insurance claim is lodged with the insurer as per policy requirements

### Manage legal liability in an international freight forwarding project

5.1 Risks of legal liabilities towards customers and third parties as a direct result of an internal mistake or negligence on the part of the forwarder are evaluated using appropriate risk analysis techniques  
5.2 Appropriate liability insurance is confirmed or organised that provides the required cover for the risks involved  
5.3 In the event of loss or damage directly attributable to a forwarder’s mistake or an act of negligence, a claim is made on the insurance as per the policy requirements and standard procedures  
5.4 All documentation to support an insurance claim is lodged with the insurer as per policy requirements

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Legal principles and liabilities in international freight transport
- Relevant security, safety and environmental procedures, regulations and conventions (including those applicable to the importing, exporting and transiting of goods)
- Procedures and protocols for the provision of international freight forwarding services (including those applicable to the importing, exporting and transiting of goods)
- Ways of managing legal liability in international freight transport
- Basic principles that govern the discipline of law
- Law of Contracts as it applies to international freight transport
- Definitions, purpose and use of Incoterms and Combiterms
- Processes for ensuring compliance with legal requirements
- Conventions in international freight transport
- Standard trading conditions in international freight transport
- Principles of risk management as it applies to international freight forwarding
- Ways of managing risk in international freight transport
- Ways of managing contingencies in international freight transport including consideration of alternative transport options and anticipation of the ‘unexpected’
- General elements and principles of insurance policy in international freight transport
- Procedures and policies for organising and managing insurance requirements for various types of international freight forwarding projects
- Types of liability insurance - their purpose and processes for their organisation, including an understanding of the liability of different parties involved in international freight transport
- Types of transport insurance coverage - their purpose and processes and documentation for their organisation
- The use of the ‘general average’ in insurance policy and practice
- Duties of the freight forwarder in the event of damage to goods in transit
- Processes for making insurance claims
- Sources of information and documentation needed when providing freight forwarding services
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Typical problems that can occur when organising transport or liability insurance, and related appropriate action that can be taken to prevent or resolve them
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry

**Required skills:**

- Communicate effectively with others when reviewing international freight forwarding contracts, insurance, risk and legal liability, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
- Read and interpret instructions, procedures, and other information relevant to sales contracts, insurance, risk and legal liability
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to contracts, insurance, risk and legal liability, including data entry to a computer system
• Operate information and communication technology to required protocol
• Work collaboratively with others when reviewing international freight forwarding contracts, insurance, risk and legal liability
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when reviewing international freight forwarding contracts, insurance, risk and legal liability in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when reviewing international freight forwarding contracts, insurance, risk and legal liability
• Monitor work activities in terms of planned schedule
• Apply relevant codes of practice and legislative requirements
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:

• the importing of goods
• the exporting of goods
• the transiting of goods
Provisions and stipulations that should be in a sales contract include:

- detailed description of the goods
- precise quantity of the goods and tolerances where appropriate
- exact price of the goods
- final date for shipment with schedules for continuing contracts
- the seller’s delivery point
- transport mode
- discharge port, airport or transport terminal and the final destination
- the correct Incoterm for the transaction
- special packaging, load restraint and stowing requirements for the cargo
- documents required and responsibility for their preparation and provision
- Force Majeure clause
- arbitration clause
- law and jurisdiction clause
- payment terms
- buyer requires pre-shipment inspection of the cargo by surveyors

Supporting documents to a service contract may include but are not limited to:

- Shipper’s Letter of Instruction (SLI)
- invoice
- insurance certificate
- regulatory requirements (including permit issuing requirements) in both importing and exporting countries
Risks that may occur during international freight forwarding activities include but are not limited to:

- damage to the cargo
- transport accident
- breaches of security
- theft and fraud
- terrorism
- revolution
- war
- political instability
- strikes
- lockouts
- work slowdowns
- natural disasters
- climate
- port congestion
- overbooked carrier

Ways of controlling risks that may occur during an international freight forwarding project include but are not limited to:

- keeping up to date with geopolitical and industrial developments
- ensuring there are no regulatory restrictions or prohibitions on the export, import or transit of the cargo
- monitoring weather conditions
- being aware of the impact of impending or current natural disasters on freight transport routes
- making provision for suitable alternative routes
- ensuring packaging, packing and stowage is appropriate for the mode(s) of transport
- ensuring that security arrangements are adequate
- ensuring that insurance cover is sufficient for the risks involved

Types of cargo insurance policies may include:

- single shipment policy
- annual policy
- open policy

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.
Parameters of freight forwarding services relevant to customer requirements may include:

- standard procedures for the international forwarding of freight
- type of transport modes
- various consignment methods
- relevant legislative requirements
- required import/export documentation and requirements
- transport security requirements
- insurance requirements
- service costs
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Consultative processes may involve:

- customers
- international and domestic agents and suppliers,
- insurance brokers
- representatives of insurance companies
- relevant regulatory authorities and institutions
- other employees and supervisors
- management
- freight forwarding specialists
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail
Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- summaries and definitions of Incoterms and Combiterms
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- sales contracts
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FWR)
  - a Forwarders Forwarding Instructions (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - Multimodal Transport Bill of Lading (MTB/L)
- insurance policies
- insurance certificates
- insurance claim forms
- cargo manifests
- pre-advice and pre-alert documents
- suppliers advice for the handling, transport and storage of goods and materials
- operations manuals, job specifications and procedures and induction documentation
- freight forwarding competency standards and training materials
- Australian and international standards, criteria and certification requirements
- data obtained through communications technology equipment and oral, aural or signed communications
- freight forwarder company’s quality assurance standards and procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international forwarding of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - examining an international freight forwarding sales contract
  - examining an international freight forwarding service contract
  - managing risk in an international freight forwarding project
  - assisting in organising transport insurance requirements
  - confirming or organising liability insurance requirements
  - making a claim on a transport or liability insurance policy

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5064A  Manage international special freight transport services including dangerous goods and special cargo

Unit Descriptor
This unit involves the skills and knowledge required to manage special international freight transport services, including (1) the forwarding of dangerous goods, (2) the international forwarding of special cargoes such as classified goods, perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and out-of-gauge cargo etc., and (3) special forwarding projects (such as international freight logistics for sporting or diplomatic events, business conventions and exhibitions etc.). It also includes the monitoring and tracking of the international transport of special cargoes and dangerous goods, and ensuring that all required forms and documentation are completed and/or required data entered into the applicable information technology systems. International freight forwarding (involving special freight transport services) covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons involved in managing international special freight transport services (including dangerous goods and special cargo) as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
L – Resource Management

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Manage the provision of special freight transport services

1.1 Requirements for special international freight transport services are confirmed and clarified with the customer.

1.2 Pre-transport issues for the type(s) of special cargo involved are identified and addressed in accordance with standard procedures and regulations.
1.3 Sale contract is prepared
1.4 Suitable transport mode and routing are determined for the special cargo(es) involved
1.5 Requirements for packaging of the special cargo(es) are determined and organised
1.6 Suitable container type(s) are stipulated and their transport worthiness are confirmed and documented
1.7 All required cargo insurance for the entire transit is determined and organised
1.8 Documentation requirements for the special freight transport services are completed as per procedures and regulations
1.9 Letter of credit is checked and any identified problems addressed and rectified
1.10 Appropriate packaging for the freight involved is organised as per regulatory requirements
1.11 Appropriate warehousing, storage and stowage for the types of freight involved are organised as per requirements
1.12 Delivery arrangements to/from docks, airports or terminal are organised and costed
1.13 All requirements for customs, quarantine and health clearance are checked as being fulfilled
1.14 Suitable instructions are provided to all parties involved in the transport of the special cargo(es)

2. Manage and organise special international freight forwarding projects

2.1 Requirements for the special forwarding project are confirmed and clarified with the customer
2.2 Critical logistics aspects of the freight transport for the special project are determined and are taken into account in planning the freight forwarding solution(s)
2.3 Pre-transport issues for the freight involved are identified and addressed in accordance with standard operating procedures and regulations
2.4 Appropriate packaging for the freight involved is organised as per standard operating procedures and regulatory requirements
2.5 Appropriate warehousing, storage and stowage for the types of freight involved are organised as per project requirements
2.6 All required cargo insurance for the entire transit is determined and organised
2.7 Documentation requirements for the special freight transport services are completed as per procedures and regulations
2.8 Letter of credit is checked and any identified problems addressed and rectified
2.9 Delivery arrangements for the freight to/from docks, airports or terminals are organised and costed as per project requirements
2.10 All requirements for customs, and other regulatory authorities are checked as being fulfilled
2.11 Suitable instructions are provided to all parties involved in the transport of the freight concerned

3 Manage and organise the forwarding of dangerous goods

3.1 Requirements for the international freight forwarding of the dangerous goods are confirmed and clarified with the customer
3.2 Class(es) of dangerous goods involved are determined and the transport risks involved are identified and managed as per applicable regulatory requirements
3.3 Pre-transport issues for the class(es) of dangerous goods involved are identified and addressed in accordance with standard procedures and regulations
3.4 Appropriate packaging for the dangerous goods is organised as per regulatory requirements
3.5 Delivery arrangements for the dangerous goods to/from docks, airports or terminal are organised and costed
3.6 All requirements for customs and other regulatory authorities are checked as being fulfilled
3.7 Suitable instructions are provided to all parties involved in the transport of the dangerous goods concerned

4 Monitor and track the international forwarding of special cargoes and dangerous goods

4.1 The transit of the special cargoes and dangerous goods is monitored and tracked using the available tracking systems
4.2 Problems in the progress of the transport of the special cargoes or dangerous goods are promptly identified and appropriate action initiated to resolve the problems concerned
4.3 Appropriate personnel and the customer are kept informed of the progress of the transport of special cargoes and dangerous goods and any action taken to resolve problems that may have arisen

5 Complete all required forms and documentation

5.1 All required forms and other documentation are completed as per procedures and regulatory requirements
5.2 Data is entered into information technology systems as per applicable procedures and regulatory requirements
5.3 Reports on problems that have arisen and related action taken are completed as per procedures and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Procedures, regulations and conventions applicable to the provision of special international
freight transport services (including those applicable to the importing, exporting and
transiting of goods)
• Procedures and Australian and international codes, conventions and regulations for the
international transport of dangerous goods
• Special international freight transport services - definition
• Definitions, purpose and use of Incoterms and Combiterms
• Issues and solutions for the forwarding of special cargoes, including classified goods,
perishables, flowers and plants, livestock, artworks, high value goods, and heavy-weight and
out-of-gauge cargo
• Issues and solutions for special forwarding projects such as international freight logistics for
sporting or diplomatic events, conventions and exhibitions, the development of major industry
facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc.
• Definition and procedures/costs for the use of various types of carnets in the provision of
special international freight transport services, including ATA carnets and FIA/AIT carnets
• Services for the consolidation and groupage of international freight
• Dangerous goods - definition and the regulations applicable for their carriage on the various
modes of international transport available
• National and international requirements for the classification and labelling of dangerous
goods
• Training requirements for the safe packaging, labelling, documentation, handling and
transport of dangerous goods
• Requirements for dangerous goods documentation
• Procedures and protocols for the provision of special international freight transport services
and the organisation of the forwarding of dangerous goods
• Sources of information and documentation needed when providing special international
freight transport services and organising the forwarding of dangerous goods
• Principles and techniques of closed-loop communication in which checks are made to confirm
that messages and responses being given or received are unambiguous and are correctly and
clearly understood
• Understanding of the principles of quality assurance and customer service standards, policies
and procedures as they apply in the international freight forwarding industry
• Typical problems and issues that need to be resolved when providing special international
freight transport services and organising the forwarding of dangerous goods, and related
appropriate action that can be taken

Required skills:
• Communicate effectively with others when providing international freight forwarding
services, including unambiguous closed-loop communication in which checks are made to confirm
that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)
• Read and interpret instructions, procedures, information and labels relevant to the management of special international freight transport services and the planning and organisation of the international forwarding of dangerous goods
• Interpret and follow operational instructions and procedures and prioritise work
• Complete documentation related to the provision of special international freight transport services, including data entry to an information technology system
• Operate information and communication technology equipment to required protocol
• Work collaboratively with others when providing special international freight transport services and when organising the international transport of dangerous goods
• Adapt appropriately to cultural differences, including modes of behaviour and interactions with others
• Promptly identify, report and/or rectify any identified problems and issues that may arise when providing special international freight transport services in accordance with regulatory requirements and workplace procedures
• Apply risk management strategies and implement contingency plans for unanticipated situations that may occur when providing special international freight transport services and organising the international transport of dangerous goods
• Monitor work activities in terms of planned schedule and transport deadlines
• Apply relevant codes of practice and legislative requirements including applicable to special international freight transport services and the international transport of dangerous goods
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information and communication systems and procedures to complete workplace tasks
• Operate and adapt to differences in equipment and systems in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards, where applicable

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

International freight forwarding includes services related to:
• the importing of goods
• the exporting of goods
• the transiting of goods
Special freight transport services may include but are not limited to:

- transport of classified goods
- transport of dangerous goods
- transport of perishable goods
- transport of flowers and plants
- transport of livestock
- transport of artworks
- transport of high value goods
- transport of diplomatic and consular cargo
- transport of human remains
- transport of heavy-weight and out-of-gauge cargo
- special transport projects such as the provision of international freight logistics for sporting or diplomatic events, conventions and exhibitions, the development of major industry facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc.

Perishable goods may include:

- meat, fish, dairy products, vegetables, fruit, chocolates and other foods requiring temperature control
- animals
- fresh flowers
- blood and tissue samples, embryos, organ transplants and other genetic and biological material
- cross-contamination and incompatible substances

Pre-transport issues in the transport of perishable goods may include:

- handling and hygiene
- pre-cooling of equipment
- control of temperature
- packaging
- stacking and stowing
- cross-contamination and incompatible substances

Pre-transport issues in the transport of artworks and high value goods may include:

- adequacy of insurance
- adequacy of packaging
- adequacy of moisture control
- planning for security, proper stowage and handling in transit
- advice to carriers of special needs and processes for ensuring that advice is followed
- planning for clearance, delivery and receive during transit and at destination
Pre-transport issues in the transport of dangerous goods may include:

- adequacy of training for the personnel involved in identification, classification, packing, marking, labelling and placarding of the dangerous goods being transported
- adequacy of packaging, labelling and documentation for the class of dangerous goods concerned
- adequacy of special environmental considerations
- adequacy of insurance for the class of dangerous goods concerned
- planning for security, proper stowage and handling of dangerous goods in transit
- advice to carriers of special requirements for the handling and stowage dangerous goods concerned and processes for ensuring that advice is followed
- planning for clearance, delivery and receival during transit and at destination

Requirements for work may include:

- Australian and international regulations and conventions relevant to special freight transport services and the transport of dangerous goods
- Australian and international freight forwarding codes, conventions, protocols and procedures for special freight transport services and the transport of dangerous goods
- authorities and permits relevant to special freight transport services and the transport of dangerous goods
- workplace standard operating procedures
- information and communications technology and related systems
- global time zones and hours of operation
Parameters of special freight transport services and the transport of dangerous goods relevant to customer requirements may include:

- procedures for forwarding of applicable types of special international freight and dangerous goods
- type of transport modes
- transport routing
- in gas, liquid or solid form
- various consignment methods
- packaging, packing, stowage and storage options
- relevant legislative requirements
- required import/export documentation, labelling and requirements
- transport security checks
- insurance requirements
- service costs
- contract arrangements
- payment requirements and procedures
- fiduciary and legal responsibilities of either party

Modes of transport may include:

- sea
- air
- road
- rail
- inland waterway
- multimodal

Australian and international codes and regulations for the international transport of dangerous may include:

- for air transport: CASA (Civil Aviation Safety Authority) regulations, CASA training requirements for employees who pack, mark, label and document air cargo, and IATA (International Air Transport Authority) Dangerous Goods Regulations
- for road and rail transport: ADG Code (Australian Dangerous Goods Code)

Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.
Consultative processes may involve:

- customers
- employees, supervisors and managers
- global network of international and domestic agents and suppliers
- relevant regulatory authorities and institutions
- other employees and supervisors
- special freight transport specialists (e.g. perishable goods, dangerous goods, artworks, high value goods, heavy-weight goods etc.)
- other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications systems may involve:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail
Information/documents may include but are not limited to:

- Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods
- summaries and definitions of Incoterms and Combiters
- customers' instructions and transport requirements
- workplace standard operating procedures and policies
- standard FIATA forms and documentation such as:
  - a Negotiable Multimodal Transport Bill of Lading (FB/L)
  - a Non-negotiable Multimodal Transport Waybill (FWB)
  - a Forwarders Certificate of Receipt (FCR)
  - a Forwarders Certificate of Transport (FCT)
  - a Forwarders Warehouse Receipt (FFI)
  - a Shippers Declaration for the Transport of Dangerous Goods (SDT)
  - a Shippers Intermodal Weight Certification (SIWC)
  - an Original Bill of Lading (OB/L)
  - a Master Air Waybill (MAWB)
  - a House Bill of Lading (HBL)
  - a House Air Waybill (HAWB)
  - a Multimodal Transport Bill of Lading (MTB/L)
- cargo manifests
- pre-advice and pre-alert documents
- operations manuals, job specifications and procedures and induction documentation
- competency standards and training materials
- dangerous goods documentation where applicable including dangerous goods declarations
- relevant Australian and international standards, criteria and certification requirements
- data obtained through information and communications technology systems and oral, aural or signed communications
- freight forwarder company’s quality assurance and customer service standards and procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant regulations for the import and export of special freight and dangerous goods including customs, quarantine and bond requirements
- relevant Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - managing and organising special international freight transport services
  - managing and organising special international freight forwarding projects
  - managing and organising the international forwarding of dangerous and hazardous goods
  - monitoring and tracking the international forwarding of special cargoes and dangerous goods
  - completing and processing all required documentation

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
## TLIL507D

**Apply conflict/grievance resolution strategies**

### Unit Descriptor
This unit involves the skills and knowledge required to apply conflict resolution strategies to resolve grievances that may occur in the course of work, including identifying potential conflict situations, implementing appropriate conflict resolution strategies, and using effective interpersonal skills. Grievances and conflict situations may include those between employees in the workplace, between employees and managers, as well as grievances that might be raised by customers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Work involves discretion and judgement for self and others in management and resolution of conflicts and grievances both internal and external to the workplace.

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves application of conflict/grievance resolution strategies in conflict situations that may arise amongst personnel both internal to and external to the workplace.

### Competency Field
L – Resource Management

### ELEMENT
Elements describe the essential outcomes of a unit of competency.

### PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Identify potential conflict situations</strong></td>
<td>1.1 Signs, stages and possible causes of conflict/grievance are identified</td>
</tr>
</tbody>
</table>
| **2 Implement conflict resolution strategies** | 2.1 Factors and issues relevant to conflict/grievance are clarified  
2.2 Strategies for dealing with conflict/grievance situations are developed  
2.3 Options for resolution of the conflict/grievance are identified which allow for constructive responses to be negotiated and enable established relationships to continue  
2.4 Strategies are implemented for the resolution of the source of conflict  
2.5 Outcomes of the process are monitored to ensure objectives continue to be met |
| **3 Use effective interpersonal skills** | 3.1 Effective verbal and non-verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection  
3.2 Feedback is given assertively and received non-defensively |
during negotiations

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the identification and resolution of conflicts/grievances
- Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality
- Signs, stages and possible causes of conflict in the workplace
- Options for constructive responses to typical conflict/grievance situations
- Typical problems that can occur when applying conflict/grievance resolution strategies and related appropriate action that can be taken

Required skills:
- Communicate effectively with others when applying conflict and grievance resolution strategies
- Negotiate effectively with others when applying conflict and grievance resolution strategies
- Read and interpret instructions, procedures, information and signs relevant to the application of conflict and grievance resolution strategies
- Interpret and follow operational instructions and prioritise work
- Gather, record and convey simple and routine work-related information
- Complete documentation related to the application of conflict and grievance resolution strategies
- Operate electronic communication equipment to required protocol
- Identify existing and potential conflicts/grievances
- Participate in small informal work groups
- Apply interpersonal skills
- Work collaboratively with others when applying conflict and grievance resolution strategies
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when applying conflict and grievance resolution strategies in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Work systematically with required attention to detail

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations involve:
- internal and external customer contact and coordination

Conflicts/grievances may arise at all levels of the organisation in a range of possible situations including:
- amongst internal personnel
- between internal personnel and external personnel such as customers, suppliers, contractors, equipment manufacturers, etc.
- between external personnel and the organisation
- between internal personnel and management

Consultative processes may involve:
- other employees and supervisors
- management
- customers/clients
- suppliers of goods/materials
- manufacturers of equipment
- contractors
- relevant authorities
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:
- face-to-face conversations and meetings
- telephone
- fax
- email
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- workplace procedures for the resolution of conflicts/grievances
- records of action to resolve conflicts/grievances and documentation of agreements reached
- job specifications
- conditions of service, relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, workers compensation, and other industrial arrangements
- relevant codes of practice including the national standards for manual handling and the industry safety code
- supplier and/or client instructions
- manifests, bar codes, goods and container identification
- goods identification numbers and codes
- manufacturers specifications
- material safety data sheets
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific**

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5207A  Plan urban passenger train consists

Unit Descriptor
This unit involves the skills and knowledge required to plan urban passenger train consists in accordance with regulatory and workplace requirements, including identifying passenger requirements and resources; planning connections with other passenger services; and planning consists for urban passenger trains. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under general supervision. It involves applying basic principles, routine procedures and regulatory requirements to plan urban passenger train consists.

Competency Field
L – Resource Management

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Identify urban passenger requirements and resources
1.1 Passenger usage patterns, specific bookings and external events likely to influence passenger numbers are monitored and applied to urban passenger train consist planning
1.2 Requirements for carriages and motive power units for urban passenger trains are adjusted in light of passenger demand
1.3 Train crewing needs and/or constraints are identified to ensure consists are compatible with available resources
1.4 Passenger usage patterns are monitored and train configurations are adjusted in accordance with workplace procedures
1.5 Shunting and marshalling requirements are identified for planned consists in accordance with timetable requirements

2 Plan connections with other passenger services
2.1 Train timetables are compared with timetables from other passenger services for coordination purposes
2.2 Passenger flow patterns for related services are checked to ensure smooth flow patterns
2.3 Modifications to existing timetables are made to ensure mutually supporting passenger services are achieved where possible
2.4 Plan identifies and includes suitable passenger transit holding
areas between services

2.5 Timetable reviews and passenger flow issues are discussed with the appropriate external passenger service providers

3 Plan consists for urban passenger trains

3.1 Consists are planned, taking into account the need to move passengers efficiently within constraints of carriage availability, motive power availability, personnel availability, track layout, track condition, gauge and weight

3.2 Details of urban train consists are forwarded to yard and terminal operations for planning purposes

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the planning of urban passenger train consists
- Focus of operation of work systems, equipment, management and site operating systems for the planning of urban passenger train consists
- Appropriate urban passenger train consists and types of passenger trains
- Platform and station details
- Signalling equipment used at the stations or platforms
- Shunting and marshalling requirements
- Maximum urban passenger train lengths
- Problems that may occur when planning urban passenger train consists and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the planning of urban passenger train consists

Required skills:
- Read and interpret instructions, procedures and information relevant to the planning of urban passenger train consists
- Interpret timetables, and time graphs and diagrams
- Complete documentation related to the planning of urban passenger train consists
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning urban passenger train consists
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning urban passenger train consists in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when planning urban passenger train consists
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan passenger support services including transit arrangements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select the most cost effective motive power units and carriages to provide required urban passenger train services
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments, spaces and weather conditions • by day or night.

Passenger resources may include: • resources required at embarkation • resources required at disembarkation • resources required during transit

Urban passenger train stopping and loading patterns may include: • urban trains frequently stopping at urban stations and for short duration • express urban trains stopping infrequently and only at specific stations

Other passenger services may include: • those provided by own organisation • other private and public transport providers using train, tram, bus, ferry, ship, air or road vehicular travel services

Train details include: • running times of urban trains • factors affecting passenger load capacity for all relevant urban train services provided

Consultative processes may involve: • other employees • supervisors and managers • customers
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines relevant to urban passenger train movements
- workplace procedures and policies related to the planning of urban passenger train consists
- all forms of documentation used by the workplace for planning train support activities, including passenger booking and follow-up documentation
- operations manuals, job specifications and induction documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable legislation, regulations and codes may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5307A Plan rural passenger train consists

Unit Descriptor
This unit involves the skills and knowledge required to plan rural passenger train consists in accordance with regulatory and workplace requirements, including identifying passenger requirements and resources; planning connections with other passenger services; and planning consists for rural passenger trains. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under general supervision. It involves applying basic principles, routine procedures and regulatory requirements to plan rural passenger train consists.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify passenger requirements and resources
1.1 Passenger usage patterns, specific bookings and external events likely to influence passenger numbers are monitored and applied to rural passenger train consist planning
1.2 Requirements for carriages and motive power units for rural passenger trains are adjusted in light of passenger demand
1.3 Train crewing needs and/or constraints are identified to ensure consists are compatible with available resources
1.4 Passenger usage patterns are monitored and train configurations are adjusted in accordance with workplace procedures
1.5 Shunting and marshalling requirements are identified for planned rural passenger train consists in accordance with timetable requirements

2 Plan connections with other passenger services
2.1 Rural passenger train timetables are compared with timetables from other passenger services for coordination purposes
2.2 Passenger flow patterns for related services are checked to ensure smooth flow patterns
2.3 Modifications to existing timetables are planned to ensure mutually supporting passenger services are achieved where possible
2.4 Plan identifies and includes suitable passenger transit holding areas between services
2.5 Timetable reviews and passenger flow issues are discussed with the appropriate external passenger service providers

3 Plan consists for rural passenger trains

3.1 Consists are planned, taking into account the need to move passengers efficiently within constraints of carriage availability, motive power availability, personnel availability, track layout, track condition, gauge and weight
3.2 Details of rural passenger train consists are forwarded to yard and terminal operations for planning purposes

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the planning of rural passenger train consists
- Focus of operation of work systems, equipment, management and site operating systems for the planning of rural passenger train consists
- Appropriate rural passenger train consists and types of rural passenger trains
- Platform and station details
- Signalling equipment used at the stations or platforms
- Shunting and marshalling requirements
- Track knowledge including speeds and maximum rural passenger train lengths for all sections of track to be used for the rail service offered by the organisation
- Problems that may occur when planning rural passenger train consists and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the planning of rural passenger train consists

Required skills:

- Read and interpret instructions, procedures and information relevant to the planning of rural passenger train consists
- Interpret timetables, and time graphs and diagrams
- Complete documentation related to the planning of rural passenger train consists
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning rural passenger train consists
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when planning rural passenger train consists in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when planning rural passenger train consists
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan passenger support services including transit arrangements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select the most cost effective motive power units or locomotive(s) and carriages to provide required rural passenger train services
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments, spaces and weather conditions
• by day or night

Passenger resources may include: • resources required at embarkation
• resources required at disembarkation
• resources required during transit

Other passenger services may include: • those provided by own organisation
• other private and public transport providers using train, tram, bus, ferry, ship, air or road vehicular travel services

Train details include: • running times
• factors affecting passenger load capacity for all relevant train services provide

Consultative processes may involve: • other employees
• supervisors and managers
• customers
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines relevant to rural passenger train movements
- workplace procedures and policies related to the planning of rural passenger train consists
- all forms of documentation used by the workplace for planning train support activities, including passenger booking and follow-up documentation
- operations manuals, job specifications and induction documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable legislation, regulations and codes may include:
- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIL5407A Plan freight train consists

**Unit Descriptor**

This unit involves the skills and knowledge required to plan freight train consists in accordance with regulatory and workplace requirements, including identifying freight requirements and resources; and planning consists and loads for freight trains. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under general supervision. It involves applying basic principles, routine procedures and regulatory requirements to plan freight train consists.

**Competency Field**

L – Resource Management

---

### ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify freight requirements and resources

1.1 Regular bookings for account customers for normal rail services are confirmed and details are forwarded to operations control

1.2 Additional bookings for non-account customers are clarified with the customer and confirmation of bookings and freight train details are provided to the customer

1.3 Details of regular and additional rail services, including planned running times, rolling stock and capacities, are confirmed

1.4 After a period of non-contact, radio or other electronic contact is checked to ensure effective operation in accordance with standard operating procedures

2 Plan consists and loads for freight trains

2.1 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

2.2 Confirmed loads are allocated to suitable wagons and located within freight train consist to suit priorities

2.3 Dangerous goods are identified for labelling and are located within the freight train consist as required under appropriate legislation and operational requirements
2.4 Consists are planned to meet all requirements during planned movement of freight within and across the boundaries controlled by other organisations

2.5 Details of freight train consists are forwarded to yard/terminal operations for freight loading planning purposes

2.6 Maximum tonnage and freight train is identified and details forwarded for motive power allocation

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the planning of freight train consists
- Focus of operation of work systems, equipment, management and site operating systems for the planning of freight train consists
- Appropriate freight train consists and classes of freight trains
- Platform and station details
- Signalling equipment used at the stations or platforms
- Shunting and marshalling requirements
- Track knowledge including gradients, speeds, maximum freight train lengths, height and width, for all sections of track to be used for the rail service offered by the organisation
- Capacities of motive power units to haul loads
- Problems that may occur when planning freight train consists and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the planning of freight train consists

Required skills:
- Read and interpret instructions, procedures and information relevant to planning freight train consists
- Interpret timetables, and time graphs and diagrams
- Complete documentation related to the planning of freight train consists
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning freight train consists
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning freight train consists in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when planning freight train consists
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan freight support services including transit arrangements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select the most cost effective motive power units or locomotive(s) and wagons to provide required freight train services
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- in a range of work environments, spaces and weather conditions
- by day or night.

Freight rail services include:
- normal or standard rail freight services
- special freight services offered to key account customers
- rail freight services integrated with other freight handling and delivery services

Freight train details include:
- running times
- factors affecting load capacity for all relevant freight train services provided

Consultative processes may involve:
- other employees
- supervisors and managers
- customers

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines relevant to freight train movements
- workplace procedures and policies related to the planning of freight train consists
- all forms of documentation used by the workplace for planning freight train support activities, including freight booking and follow-up documentation
- operations manuals, job specifications and induction documentation
- conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
other relevant aspects of the range statement

**Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5507A Manage a supply chain

Unit Descriptor
This unit involves the skills and knowledge required to manage a supply chain, including the relationships between an organisation and its supply and demand partners along the chain. It covers implementing a demand-driven supply chain management strategy, managing the supply chain, and evaluating and improving supply chain effectiveness. This unit has been derived from BSBPUR504A Manage a supply chain. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Implement demand-driven supply chain management strategy

1.1 Responsibility for supply chain management within the organisation is assigned in accordance with supply chain management strategy

1.2 Technology and software for implementation of the supply chain management system is accessed and operationalised within the requirements of the strategy and budgetary allocation

1.3 Policies and procedures are designed to guide business relations and operations in accordance with the strategy

1.4 Supporting business processes are designed or re-designed to support implementation of the strategy

1.5 Support is provided to staff, customers and supply chain to assist in implementation of the supply chain management strategy

2 Manage supply chain

2.1 Communication and information exchange with strategic partners and suppliers is managed in accordance with the supply chain management strategy

2.2 Collaboration with supply chain organisations is facilitated to determine demand at each level of the supply chain in accordance with the supply chain management strategy
2.3 Sales and payments are managed in accordance with supply chain and risk management strategies, and legal and ethical requirements

2.4 Actions to build trust and foster a supply chain culture are implemented in accordance with the supply chain management strategy

2.5 Opportunities are identified to adjust policies and procedures to respond to the changing needs of customers, supply chain and the organisation

3 Evaluate and improve supply chain effectiveness

3.1 Demand chain management and supply chain management are monitored in accordance with the supply chain management strategy

3.2 The effectiveness of the supply chain is reviewed with each level of the supply chain, including staff and customers and areas identified for improvement

3.3 Business data and reports are used to compare outcomes, budgets, timelines and forecasts to actual performance

3.4 Technology performance is reviewed and recommendations are made for improvements to hardware, software and/or their use in accordance with strategy and budget

3.5 Feedback and evaluation results are used to plan and improve future supply chain management strategies

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, codes of practice and national and international standards, for example Trade Practices Act, Sale of Goods Act and contract law
- Specific OH&S issues relevant to goods and services purchased
- Legislation related to importation of commodities, if relevant
- Organisation policies and procedures related to supply chain management, purchasing, and contracting and tendering
- Business terms and conditions for purchasing, tendering and contracting
- Ethical behaviour
- Product knowledge related to goods and services required by the organisation
- Ways to build trust and collaboration as opposed to competition
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation

Required skills:

- Negotiate and liaise with suppliers and relevant stakeholders using verbal skills
- Use policy development and implementation support skills
• Use appropriate technology, including software
• Work with attention to detail and thoroughness
• Focus on the customer
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Implement contingency plans for unplanned events such as problems arising during the implementation and management of the supply chain

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Improvements in the supply chain may include:
• the role of 'middlemen' or other middle supply chain elements being reduced or made redundant as newer, more efficient supply chain methodologies and technologies are implemented
• new value being created between producers and consumers

Demand chain management is:
• a collaborative process that involves determining how much product needs to be produced at each level of the supply chain through to the end consumer

Support to staff and others may include:
• policies, procedures and guidelines
• intranet site information
• workshops, briefings and training programs
• written documentation in the form of manuals, help books, protocols
• provision of a help-desk or contact persons
• mentoring and coaching arrangements

Supporting business processes may include:
• data input
• administration
• ordering
• delivering and receiving
• accounting
• payments

Supply chain management is:
• management of the entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, plus freight, distribution and cash flow
Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- relevant OH&S and environmental protection regulations
- quality assurance procedures
- documentation of policies and procedures associated with managing the supply chain strategy within the organisation
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- relevant industry codes of practice
- relevant Australian and state/territory regulations and codes of practice
- workplace relations regulations
- Sale of Goods Act, Trade Practices Act
- relevant legislation related to the importation of commodities, if relevant

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant
operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5707A  Maintain, monitor and improve transport operations systems

Unit Descriptor
This unit involves the skills and knowledge required to maintain, monitor and improve an enterprise's transport operations systems. It includes identifying systems involved with operations; overseeing safe and effective operations systems; and reviewing the overall efficiency of those systems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify systems involved with operation

1.1 Identify systems involved with enterprise transport operations
1.2 Identify relevant safety and efficiency issues regarding operations systems

2 Oversee conditions required for safe and effective operations systems

2.1 Implement procedures for improvement of enterprise operations systems
2.2 Communicate changes caused by improvements in operation systems to relevant personnel
2.3 Allocate supervision according to the skill level and job role of the team member
2.4 Utilise appropriate management systems to oversee operating systems

3 Review overall efficiency of transport operation systems

3.1 Review procedures for improvement of enterprise operations systems and take appropriate action where necessary
3.2 Provide team members with regular feedback on their work output in accordance with organisational requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant sections of national and state or territory regulatory requirements and codes of practice
• Relevant OH&S and environmental procedures and regulations
• Requirements for completing relevant documentation
• Code of practice for working collaboratively with others
• Principles, purpose and location of controls, monitoring devices, and systems
• Steps involved in planning the work activities
• Procedures for adjusting controls to optimise the operation of the equipment
• Procedures to be followed in the event of an emergency

**Required skills:**

• Communicate effectively with others when maintaining, monitoring and improving transport operations systems
• Read and interpret instructions, procedures, information and signs relevant to work activities
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Implement contingency plans for unplanned events
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor work activities in terms of planned schedule
• Apply fatigue management knowledge and techniques
• Adapt to differences in equipment and related standard operating and servicing procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications
Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- records of transport operations, including those in relation to time, quality or cost
- relevant OH&S and environmental protection regulations
- reports of transport activities
- emergency procedures
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- workplace relations regulations
- transport regulations, particularly as they apply to the monitoring of operations systems

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a
registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL5807A Plan a career in logistics

Unit Descriptor
This unit involves the skills and knowledge required to undertake planning related to one's own career. It includes conducting self-assessment of skills and abilities; investigating possible career opportunities; developing and implementing a career plan; and monitoring progress against the plan. In practice, career planning may overlap with a range of other generalist or specialist work activities, such as gathering and analysing information, developing work plans, composing documents and so on. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to individuals who wish to develop their own career paths, at whatever level, within the industry.

This unit is normally packaged at AQF IV or above.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Conduct self-assessment
1.1 Life and work experiences, current and potential abilities are identified and ranked in order of importance
1.2 Personal values and preferences relating to future careers are explored
1.3 A personal profile is prepared that identifies career related characteristics

2 Identify possible career opportunities
2.1 Careers are researched to identify those with continuing longevity, and their requirements are identified
2.2 Information sources are identified and explored for indicators, trends and information on potential career opportunities
2.3 Existing and emerging careers are assessed and their skill/qualification/experience requirements are identified
2.4 The nature of the workforce, future trends and opportunities are analysed and associated skill needs are identified

3 Develop and implement career plan
3.1 Preferred future career and associated skill requirements are identified and compared with current strengths
3.2 Gap analysis is undertaken to identify those skills that are
common to both preferred future career and the organisation's requirements

3.3 Career goals are established and a career plan is developed that identifies immediate priorities as well as a longer-term strategy for gaining experience and skills development

3.4 Career development activities are initiated in accordance with the career plan and organisational legislation, policy and procedures

4 Monitor progress

4.1 Acquisition of skills and experience is monitored and feedback is obtained on achievement of performance requirements

4.2 Feedback is considered and integrated as necessary into the career plan

4.3 The organisation's requirements are monitored and the career plan is adjusted to take account of new information, environment/culture

4.4 Preferred career requirements and progress towards career goals are monitored and adjusted as required

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, policies and procedures relating to career development including occupational health and safety and environment
- Strategic approach to career planning
- Methods of self-assessment used to identify values, preferences, etc.
- Performance management principles and strategies
- Career development options
- Succession planning principles, approaches and strategies
- Changing demographics and workforce skill needs and trends
- Organisational planning for human resources at a strategic level
- Principles of equal employment opportunity and diversity
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others

Required skills:

- Analyse strengths, weaknesses, opportunities, threats (SWOT)
- Undertake appropriate research and questioning related to career planning
- Reflect on own competencies and performance
- Develop strategies for the management of one's own career
• Manage personal change and planning
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Career development activities may include:
• accredited courses/other courses
• action learning
• career counselling
• coaching
• competency development processes
• education and training programs
• higher duties
• industry experience
• mentoring
• networking

Career plan may include:
• long-term goals
• objectives
• strategies
• timeframes
• job search tools/methods
• skills development in finding, applying for and winning positions
• skills development to meet particular job/career requirements
Sources of career information may include:

- social and political information
- workshops
- notice of vacancies
- Internet sites
- local, national and international publications
- statistical workforce data
- career expos
- personal networks
- word-of-mouth
- job search/personnel placement agencies
- graduate career counselling organisations
- media

Characteristics may include:

- strengths
- preferences
- gaps
- desires
- weaknesses
- the need to develop skills in job search, resume preparation/presentation, networking, and impression management

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- career planning proformas
- data on workforce trends in transport and logistics industry, and wider

Applicable legislation and regulations may include:

- relevant state/territory regulations and codes of practice
- workplace relations regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIL5907A Implement asset management systems

#### Unit Descriptor
This unit involves the skills and knowledge required to implement asset management systems. It includes determining management control processes; implementing existing practices, procedures and systems; and reviewing service levels. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams and have responsibility for the implementation and monitoring of asset management systems.

This unit is normally packaged at AQF IV or above.

#### Competency Field
L – Resource Management

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine management control process</td>
<td>1.1 Roles and responsibilities of business units or departments are clarified to ensure effective management of assets in line with organisation policy and procedures&lt;br&gt;1.2 Specific reporting and monitoring standards required by enterprise requirements are understood and complied with&lt;br&gt;1.3 Information systems that provide the information necessary for effective and efficient asset management for all levels within the organisation are maintained&lt;br&gt;1.4 Regular audits are arranged, where appropriate to the organisation, to establish a continuous improvement cycle</td>
</tr>
<tr>
<td>2 Implement existing practices, procedures and systems</td>
<td>2.1 Assessments of current status of asset management activities within business units or departments are conducted regularly in accordance with asset management plan&lt;br&gt;2.2 Milestones and targets are adhered to by the groups responsible&lt;br&gt;2.3 Areas of difficulty are identified and strategies are followed to overcome these difficulties</td>
</tr>
<tr>
<td>3 Review service levels</td>
<td>3.1 Current levels of service provided by asset stock are critically examined&lt;br&gt;3.2 Areas of possible improvement in the effectiveness and efficiencies of owning and operating assets are identified in</td>
</tr>
</tbody>
</table>
consultation with relevant personnel
3.3 Appropriate benchmarking is undertaken to enable continuous improvement in asset management strategies and practices

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Code of practice for working collaboratively with others particularly with those involved in inputting data into asset management systems
- Requirements for completing relevant documentation including asset management reports
- Benchmarking practices
- Quality management principles and procedures
- Organisational and industry functions
- Detail of different approaches to asset management, including theoretical knowledge
- Characteristics of different types of information systems used to provide and assist in asset management
- Procedures for operating electronic communications equipment
- Procedures for identifying equipment defects and assessing for appropriate action

Required skills:
- Communicate effectively with others when implementing asset management systems
- Consult and liaise as required when working with a team of staff
- Manage team and encourage team participation
- Use critical analysis in order to determine the best approach to asset management for the enterprise
- Use lateral thinking in order to solve problems as they arise, or to generate ideas
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities and convey reports to senior management
- Operate electronic communication equipment to required protocol
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Asset management activities may include:
- introduction of information systems
- data capture program
- studies
Areas of possible improvement may include:

- spot checks
- number of assets
- complexity of assets, including their sophistication and issues involved
- age of the asset base
- quality of the assets constructed
- levels of service provided or demanded

Regular audits may include:

- internal
- external

Assets may include:

- equipment
- buildings
- employees
- enterprise relationships

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- reports of assets held and their status
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- emergency procedures
- technical instructions
- relevant Australian Standards and certification requirements
Applicable legislation and regulations may include:

- relevant national, state/territory legislation, including OH&S and environmental protection requirements
- workplace relations regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIL6009A Complete induction to the transport industry

Unit Descriptor
This unit involves the skills and knowledge required to complete workplace induction procedures when commencing work in the transport industry. It includes identifying major areas of the industry in terms of functions, organisational structures and occupations; applying legislation, regulations and codes of practice; and identifying key industrial relations elements. Licensing, legislative, regulatory or certification requirements are applicable.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit applies to all employees wishing to enter the transport and logistics industry, however is predominantly aimed taxicab to multi-combination drivers. It can also be used within the warehousing and logistics sectors of the industry.

The unit is to enable a driver to enter and participate in the activities typical of a workplace. Introduction activities will be in accordance with the regulatory requirements and operational policies and procedures of the transport industry. In the case of taxi drivers, if the original context of this unit changes i.e. moving from one state or territory to another, then the unit may be re-assessed.

Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.

Work is performed under some supervision, generally within a team environment.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify major areas of the transport industry in terms of organisational structures, functions and occupations
1.1 Organisational structure of the industry and the relationship of structure to each occupation and classification grouping are outlined
1.2 Equipment and technology used in the workplace are identified in terms of basic features and functions

2 Apply legislation, regulations and codes of practice governing the transport industry
2.1 Individual driver responsibilities under the current legislation are identified and acted on in the conduct of duties
2.2 Individual responsibilities under workplace policies and procedures are identified and acted on in the conduct of duties
2.3 Individual responsibilities under licence conditions applicable to the operation of vehicles and conditions attached to vehicle
drivers are identified and acted upon in the conduct of duties

3 Identify key elements of industrial relations environment in which the driver works

3.1 Key elements of industrial relations environment in which the driver works are identified
3.2 Rights and responsibilities of drivers under contracts are identified

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant legislation and regulations, including OH&S and road safety legislation
• Relevant OH&S and environmental procedures and regulations
• Key elements of industrial relations relevant to the transport industry
• Workplace procedures, codes of practice, standards and duty of care requirements as they apply to the transport industry
• Sources of information and documentation needed in the transport industry
• Workplace structures including roles and responsibilities
• Depot/company locations
• Emergency procedures
• Basic workplace documentation and record keeping procedures and requirements
• Customer service standards and procedures
• Workplace hazards and related minimisation procedures
• Personal protective equipment and instructions for its use

Required skills:
• Communicate effectively with others when completing workplace orientation and induction procedures
• Read and interpret instructions, procedures, information and signs relevant to the job role
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to job role
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when completing job role activities
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or address any identified problems that may occur when completing induction to the transport industry
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify workplace products and services and their features
• Identify and correctly use equipment, processes and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational structures may include:
• peak bodies/professional associations
• depots, their locations and typical operating procedures
• regulatory and licensing bodies
• owner status and relationships
• operator status and relationships

Equipment and technology may include:
• small, medium, large semi-trailers in differing configurations
• taxicab and associated equipment
• GPS and other electronic devices that are part of the day-to-day operations of the job role
• street directory
• mobile phone

Operations may be conducted:
• by day or night
• in enclosed spaces
• in exposed conditions
• in controlled or open environments
Legislative and regulatory requirements may include:

- Transport Act and transport regulations, and specific regulations applicable to some types of transport (i.e. taxicabs)
- road safety legislation and regulations
- OH&S legislation and regulations
- equal opportunity/anti-discrimination legislation and requirements
- fatigue management requirements
- state WorkCover requirements
- various contract arrangements
- ABN, GST and BAS requirements
- obligations of a driver as part of the public transport system or the wider community

Policies and procedures may include:

- workplace procedures, checklists and instructions
- relevant guidelines relating to the use of equipment
- operations manuals
- induction documentation
- competency standards and training materials
- relevant legislation, regulations and related documentation
- emergency procedures

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - locating, interpreting and applying relevant information
  - identifying workplace structures, roles and responsibilities of the individual’s authority system, and contacts
  - explaining the workplace procedures and ethical requirements relevant to the job role
  - explaining workplace operating principles, products and services relating to the job role
  - explaining the purpose and requirements of the customers’ needs and the impact of that relationship to industry
  - using workplace colloquial and technical language, and communication technologies
in the workplace context
- conveying information in written and oral form
- maintaining basic workplace documentation and records
- explaining the contract arrangements for different job roles
- showing evidence of application of relevant legislation as it applies to the job role
- showing evidence of application of relevant guidelines relating to the use of equipment as it applies to the job role
- showing evidence of application of emergency procedures as it applies to the job role
- identifying processes to report any workplace incidents and/or problems in accordance with regulations

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIL707D  Coordinate fleet control logistics

Unit Descriptor
This unit involves the skills and knowledge required to coordinate fleet control logistics, including carrying out fleet control functions, preparing for contingencies, communicating with customers and drivers, coordinating scheduling of operational tasks, and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves discretion and judgement for self and others in coordinating fleet control logistics. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of fleet control systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives.

Work involves the application of logistics principles and procedures to coordination of fleet control in transport, warehousing, distribution and/or storage organisations.

Competency Field
L – Resource Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Carry out fleet control functions

1.1 Equipment and drivers are allocated following workplace procedures and in consideration of pick-up and delivery requirements

1.2 The movement of documentation is tracked in accordance with workplace procedures

1.3 Opportunities for improvement of fleet control logistics are identified and appropriate action is taken to recommend or implement the identified initiatives

2 Prepare for contingencies

2.1 Contingency plans are implemented in accordance with workplace procedures and scope of authority

2.2 Routine problems are identified, clarified and appropriately resolved following workplace procedures

3 Communicate with customers and drivers

3.1 Customer and driver enquiries are answered appropriately and following workplace procedures

3.2 Communication systems are accessed and used to
communicate with drivers and customers in the completion of fleet management tasks

4 Coordinate scheduling of operational tasks

4.1 Computerised scheduling system is accessed and used for processing the delivery of freight in accordance with workplace procedures

4.2 Critical transport factors are taken into account when planning and implementing delivery schedules in accordance with relevant regulations, workplace policy and procedures and operational plans

5 Complete documentation

5.1 Fleet management information is recorded either in hard copy or on computer in accordance with workplace requirements

5.2 Completed documentation is despatched, processed and/or filed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant regulatory and code requirements
• Relevant OH&S and environmental protection policies and procedures
• Workplace protocols and procedures for the coordination of fleet control logistics
• Computerised fleet management and scheduling system(s) and guidelines for their use
• Factors affecting scheduling in the road transport industry
• Focus of operation of transport logistic systems, resources, management and workplace operating systems
• Problems that may occur when coordinating fleet control logistics and appropriate action that can be taken to minimise or respond to them
• Focus of operation of marketing systems and resources

Required skills:

• Communicate and negotiate effectively with others when coordinating fleet control logistics
• Read and interpret instructions, procedures and information relevant to the coordination of fleet control logistics
• Interpret and respond to customer requirements
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the coordination of fleet control logistics
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when coordinating fleet control logistics
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating fleet control logistics in accordance with workplace procedures
• Implement contingency plans for unanticipated situations that may arise when coordinating fleet control logistics
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the coordination of fleet control logistics
• Apply relevant statutory requirements, codes of practice and local government by-laws
• Plan work activities, including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Ensure the application of fatigue management knowledge and techniques by drivers
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer contact and coordination

Consignments may be:

- palletised
- containerised
- packaged or loose
- in gas, liquid or solid form

Transport may be:

- single or multi-modal

Modes of domestic transport may include:

- road
- rail
- air
- sea
Critical transport factors when scheduling fleet operations may include:

- driver fatigue
- customer requirement
- road and weather conditions
- OH&S requirements
- industrial award conditions
- government regulations

Communication equipment may include:

- radio
- mobile phone (portable or in the cabin)
- paging devices
- satellite tracking systems
- on-board computer

Consultative processes may involve:

- customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- workplace fleet control procedures and policies
- information on equipment allocation, driver allocation, pick-up and delivery requirements
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- supplier and/or client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- material safety data sheets
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to workplace operations

Applicable regulations and legislation may include:

- regulations, standards and codes of practice relevant to workplace operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies
    and other simulated practical and knowledge
    assessment, and/or
  o access to an appropriate range of relevant
    operational situations in the workplace

• In both real and simulated environments, access is
  required to:
  o relevant and appropriate materials and/or
    equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a
  registered training organisation

• As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests

• Practical assessment must occur:
  o through appropriately simulated activities at
    the registered training organisation, and/or
  o in an appropriate range of situations in the
    workplace
**TLIL807C Complete routine administrative tasks**

**Unit Descriptor**
This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with the relevant regulations and workplace procedures.

Work is performed under supervision. It involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation.

**Competency Field**
L – Resource Management

**ELEMENT PERFORMANCE CRITERIA**
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Receive and distribute incoming mail</td>
<td>1.1 Incoming mail is checked and registered to ensure accuracy of records</td>
</tr>
<tr>
<td></td>
<td>1.2 Urgent and confidential mail is identified and distributed to the addressee promptly</td>
</tr>
<tr>
<td></td>
<td>1.3 Mail is sorted and despatched to nominated person/location</td>
</tr>
<tr>
<td></td>
<td>1.4 Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures</td>
</tr>
<tr>
<td>2 Receive and despatch outgoing mail</td>
<td>2.1 Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch</td>
</tr>
<tr>
<td></td>
<td>2.2 Mail items are collated, recorded in the register (where applicable) and correctly despatched to meet designated timelines</td>
</tr>
<tr>
<td>3 File documents</td>
<td>3.1 Documents are classified, sorted and filed in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>3.3 Documents are identified and retrieved</td>
</tr>
<tr>
<td></td>
<td>3.4 Specified files/records are located within designated timelines</td>
</tr>
</tbody>
</table>
3.5 Located files are extracted from system and despatched to the nominated person
3.6 Security and confidentiality procedures are followed

4 Receive and relay written and oral messages

4.1 Messages are received and accurately recorded
4.2 Areas of uncertainty are clarified with conveyer of the message
4.3 Messages are relayed to the nominated person within designated timelines

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations
- OH&S procedures and guidelines relevant to administrative operations
- Hazards in routine administrative operations in the workplace and related precautions to control the risk
- Workplace procedures and policies for the completion of routine administrative tasks
- Housekeeping standards and procedures required in the workplace
- Requirements of work systems operations and relevant equipment
- Typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve them
- Equipment, methods and strategies used in the routine administration operations

Required skills:
- Communicate effectively with others when completing routine administrative tasks
- Read and interpret simple instructions, procedures and information relevant to the completion of routine administrative tasks
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to routine administrative tasks
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing routine administrative tasks
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when completing routine administrative tasks in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
• in a range of work environments and weather conditions  
• by day or night

Customers may be:  
• internal or external

Mail items may include:  
• company procedures  
• bulk quantities  
• single items  
• letters  
• facsimiles  
• emails

Receival and despatch processes  
for internal and external  
mail/documents/messages follow:

Requirements for work may include:  
• workplace processes and procedures  
• workplace procedures  
• site restrictions and procedures  
• use of safety and personal protective equipment  
• communications equipment  
• hours of operations  
• security procedures  
• relevant regulations

Consultative processes may involve:  
• potential customers and existing clients  
• other employees and supervisors  
• management  
• union representatives  
• industrial relations, Occupational Health and Safety specialists  
• other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
• company procedures  
• enterprise procedures  
• organisational procedures  
• established procedures
Communication in the work area may include:

- fixed phone
- mobile phone
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information documents may include:

- workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations
- operations manuals
- job specifications
- induction documentation
- competency standards and training materials
- manufacturers clients specifications, instructions and labelling advice including material safety data sheets
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items
- supplier and/or client instructions
- international transport regulations, codes and procedures
- Australian and international standards, criteria and certification requirements
- award, enterprise bargaining agreement, other industrial arrangements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations
- relevant Australian and international standards, criteria and certification requirements
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
TLIL907C  Manage personal work priorities and professional development

Unit Descriptor
This unit involves the skills and knowledge required to manage personal work priorities and own professional development, including managing own qualities, goals, plans and performance; setting and meeting own work priorities; and developing and maintaining own professional competence. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement in managing personal work priorities and professional development.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
L – Resource Management

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Manage self
1.1 Personal qualities and performance serve as a role model in the workplace
1.2 Personal goals and plans reflect the organisation's plans and personal roles, responsibilities and accountabilities
1.3 Action is taken to achieve and extend personal goals beyond those planned
1.4 Consistent personal performance is maintained in varying work conditions and work contexts

2 Set and meet own work priorities
2.1 Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives
2.2 Technology is used efficiently and effectively to manage work priorities and commitments

3 Develop and maintain
3.1 Personal knowledge and skills are assessed against
professional competence

3.2 Feedback from clients and colleagues is used to identify and develop ways to improve competence
3.3 Management development opportunities suitable to personal learning style(s) are selected and used to develop competence
3.4 Participation in professional networks and associations enhances personal knowledge, skills and relationships
3.5 New skills are identified and developed to achieve and maintain a competitive edge

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant regulatory and code requirements
• Relevant OH&S and environmental protection policies and procedures
• Workplace protocols and procedures for the management of personal work priorities and professional development
• Competencies required to increase participation in the planning and development of the organisation
• Appropriate learning methods to maintain current competence or develop new competencies
• Resource availability including the competencies of individuals in the team/group
• Coaching and mentoring approaches to support team members to share knowledge and skills
• Workplace business policies and plans including procedures for undertaking professional development
• Typical problems that can occur when managing personal work priorities and professional development and related action that can be taken

Required skills:
• Communicate effectively with others when managing personal work priorities and professional development
• Read and interpret instructions, procedures, information and signs relevant to the management of personal work priorities and professional development
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the management of personal work priorities and professional development
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when managing personal work priorities and professional development
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when managing personal work priorities and professional development in accordance with workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Take advantage of learning opportunities both in the workplace and within training programs and workshops
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- The workplace environment may involve twenty-four hour operation and may include:
  - single and multi-site locations
  - large, medium and small companies
- Services, products, risks, work systems and requirements may:
  - potentially vary across different sections of the workplace
- Operations involve:
  - internal and external customer/supplier contact and coordination
- Work priorities and professional development are:
  - directed at maximising achievement of the individual in accordance with the enterprise's objectives and strategic plans
- Professional development activities may include:
  - attendance at formal education/training programs
  - completion of internal short training programs
  - attendance at relevant conferences, seminars and workshops
  - reading of relevant journals and literature
  - networking with other technical, managerial and professional staff
  - coaching/mentoring on the job
  - workplace training projects
Consultative processes may involve:
- customers/clients
- other employees and supervisors
- supplier representatives
- manufacturers representatives
- trainers
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Communications systems may involve:
- face-to-face conversation, meetings and workshops
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- workplace procedures and policies
- job specifications
- training notes and materials
- journals and work-related literature
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLILIC1309A Prepare and transport dangerous goods by road

Unit Descriptor
This unit addresses the skills and knowledge requirements for a driver to obtain a licence for the transport of dangerous goods by road.

Employability Skills
This unit contains employability skills.

Application of the Unit
The unit covers preparing to comply with regulatory requirements and does not address all the skills for the transportation of dangerous goods. Upon achieving this unit and obtaining a licence, further industry specific training will be required to satisfy legislative requirements for the transportation of dangerous goods.

Licensing/Legislative Requirements
The primary legislative requirements applicable to this unit of competency are State/Territory legislation in relation to the Current in print Transport of Dangerous Goods, Australian Code of for the Transport Dangerous Goods by Road and Rail (ADG Code), relevant Australian Standards (AS) and relevant Occupational Health and Safety (OHS) legislation including licensing and assessment requirements.

Competency Field
IC – Licencing Units

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify individual organisations and systems for the transport of dangerous goods
1.1 Responsibilities and duties for the transport of dangerous goods are clearly defined, and allocated and included in job descriptions and duty statements for all relevant positions
1.2 Systems, organisations, and other persons that effect the transport of Dangerous goods are identified

2 Identify UN Numbers, UN classes and UN Divisions of Dangerous Goods including Packaging Groups
2.1 Proper shipping names and other relevant information from Dangerous Goods List are identified
2.2 UN class and UN division labels for dangerous goods are determined in accordance with the current ADG Code and regulatory requirements
2.3 Packing Groups for dangerous goods are identified and assessed for their significance
2.4 The Dangerous Goods List is evaluated in relation to its special provisions and other instructions

3 Check vehicle
3.1 The suitability of a transport vehicle to carry dangerous goods
is assessed including roadworthiness, fittings and accessories, are checked for the test date tags, knowledge of operation of control systems, awareness of mass, configuration, and other relevant requirements for the intended load.

3.2 The requirements for driver and vehicle licensing and how to check vehicle for licence and registration labels, and conformity with the current ADG Code and other regulatory requirements are identified.

3.3 Determine that the transport vehicle has the correct placarding for the class or division of the intended load.

4 Assess suitability of transport mode for intended load

4.1 The suitability of dangerous goods packaging, is assessed to ensure that they are suitable for purpose, free from obvious defects and residue.

4.2 Ullage in large compartments is identified and assessed for compliance with the current ADG code and regulatory requirements.

4.3 Transport documentation is checked to ensure that dangerous goods markings & vehicle placards are consistent with load being carried and are legible and clearly visible.

4.4 Dangerous goods loads are checked for compatibility and segregation in accordance with regulatory requirements.

5 Follow emergency procedures

5.1 Hazchem Codes are understood and appropriately applied in emergency response situations.

5.2 Hazchem Codes for a mixed load of dangerous goods is identified.

5.3 Emergency information required for the dangerous goods being transported is appropriately identified.

5.4 Driver’s role and obligations in an emergency situation, are identified in accordance with a Transport Emergency Response Plan.

5.5 Appropriate communication to notify relevant personnel and emergency services is identified and applied.

5.6 Safety equipment is used for containment, clean up or recovery as appropriate.

6 Check safety equipment and its use

6.1 Safety equipment is determined according to the type of dangerous goods being transported in accordance with current ADG code and regulatory requirements.

6.2 The suitability and compliance of personal protective equipment required is assessed.

6.3 Personal protective equipment and safety equipment is used in accordance with workplace and regulatory requirements.
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Maintain Dangerous Goods documentation</td>
</tr>
<tr>
<td>7.1</td>
<td>Transport documentation is accurate and completed in accordance with workplace and regulatory requirements including the current ADG Code</td>
</tr>
<tr>
<td>7.2</td>
<td>Transport Documentation is appropriately amended according to regulations and enterprise procedures</td>
</tr>
<tr>
<td>7.3</td>
<td>Transport documentation is correctly located in the cabin in accordance with regulatory requirements</td>
</tr>
<tr>
<td>8</td>
<td>Secure and protect vehicle load</td>
</tr>
<tr>
<td>8.1</td>
<td>Load restraint method/s for the transport of Dangerous Goods in accordance with current ADG code and other regulatory requirements are appropriately established</td>
</tr>
<tr>
<td>8.2</td>
<td>Load restraint systems and securing points, are inspected for suitability, excessive wear, and obvious defects</td>
</tr>
<tr>
<td>9</td>
<td>Plan, Control and Manage transfer of Dangerous Goods</td>
</tr>
<tr>
<td>9.1</td>
<td>Positioning of vehicle for dangerous goods bulk transfer is in accordance with current regulatory and enterprise procedures</td>
</tr>
<tr>
<td>9.2</td>
<td>Suitable safety measures for each class of dangerous goods being transferred are identified</td>
</tr>
<tr>
<td>9.3</td>
<td>Operation of battery isolation switches is clearly identified</td>
</tr>
<tr>
<td>9.4</td>
<td>Transfer equipment and adequacy of lighting levels are identified and checked for compatibility</td>
</tr>
<tr>
<td>9.5</td>
<td>Responsibilities of drivers during transfer of dangerous goods are identified</td>
</tr>
<tr>
<td>9.6</td>
<td>Emergency procedures in the event of a spill or leak during transfer are identified</td>
</tr>
<tr>
<td>9.7</td>
<td>Hoses used to transfer dangerous goods have been appropriately tested in accordance with regulatory requirements</td>
</tr>
<tr>
<td>10</td>
<td>Plan and Manage Safe Transport of Dangerous Goods</td>
</tr>
<tr>
<td>10.1</td>
<td>Regulatory procedures for carrying passengers while transporting dangerous goods are identified</td>
</tr>
<tr>
<td>10.2</td>
<td>Prohibited practices and the carrying of prohibited objects during transport are identified</td>
</tr>
<tr>
<td>10.3</td>
<td>Regulatory and enterprise procedures for planning routes covering driving, parking, loading and unloading, uncoupling and/or securing the vehicle are assessed</td>
</tr>
<tr>
<td>10.4</td>
<td>Transport routes are planned to ensure prohibited areas, restricted routes are observed</td>
</tr>
<tr>
<td>10.5</td>
<td>Appropriate parking requirements are identified in accordance with regulatory requirements</td>
</tr>
<tr>
<td>10.6</td>
<td>Regulatory requirements relating to the transport of empty or nominally empty packaging used to transport dangerous goods are identified in accordance with the current ADG code</td>
</tr>
</tbody>
</table>
| 10.7 | Regulatory and enterprise procedures and drivers role in vehicle breakdown situations are appropriately indentified and
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Understanding of the current ADG Code and relevant State/Territory dangerous goods regulations as they apply to vehicles transporting dangerous goods by road
- Understanding of procedures and guidelines concerning the transport of dangerous goods
- Risks associated with the transporting of dangerous goods by road and related precautions to control those risks
- Housekeeping standards procedures required in the workplace
- Assess suitability of transport vehicles intending to carry dangerous goods
- Ability to read and interpret information on transport documentation including consignment/manifest sheets
- Plan appropriate transport routes and appropriate rest stops
- Methods of securing a vehicle following loading and unloading of dangerous goods including bulk transfer of dangerous goods
- Relevant permit and/or licence requirements
- Ability to complete/amend appropriate documentation

**Required skills:**
- Ability to identify and correctly use equipment required for the bulk load/transfer of dangerous goods
- Ability to modify activities depending on differing workplace contexts, risk situations and environments
- Ability to read and comprehend simple statements in English
- Ability to identify dangerous goods labelling, placarding such as emergency information panels
- Ability to select and place appropriate placarding on vehicle/s transporting dangerous goods by road
- Ability to understand mass, volume and special requirements of a load
- Ability to identify and follow emergency procedures in the event of accident/incident
- Ability to use personal protection and safety equipment including eye wash kit
- Ability to identify/demonstrate appropriate load restraint methods

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted
- in a range of work environments and weather conditions
- by day or night
Customers may be  • internal or external

Workplaces may comprise  • large, medium or small worksites

Work may be conducted in  • restricted spaces
  • exposed conditions
  • controlled or open environments

Vehicle refers to  • all applicable transportation modes

Hazards in the work area may include exposure to  • hazardous or dangerous materials
  • contamination of, or from, materials being handled
  • noise, light, energy sources
  • stationary and moving machinery, parts or components
  • service lines
  • spills, leakages, ruptures
  • dust/vapours

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

Personal protective equipment may include  • gloves
  • safety headwear and footwear
  • safety glasses
  • mask or respirator
  • breathing apparatus
  • high visibility clothing

Load restraint systems are  • as detailed in the National Load Restraint Guide

Preparation of packaged dangerous goods for transport may  • require special precautions as specified by the manufacturer

Transport documentation may include  • Transport Emergency Response Plan
  • Emergency Procedure Guide
  • Material Safety Data Sheet (MSDS)
  • descriptions for dangerous goods (i.e. proper shipping name, class and division number, packing group, subsidiary risk(s) if any)
  • UN or ID number
Requirements for work may include

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits

Consultative processes may involve

- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, OH&S specialists, and other maintenance, professional or technical staff

Communication in the work area may include

- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Safety equipment on vehicle may include

- fire extinguishers
- portable warning devices
- eye wash kit
Information/documents may include

- current Australian Dangerous Goods Code, relevant Australian Standards and International Standards
- manifests, bar codes, goods and product identification
- manufacturers specifications for equipment/tools
- workplace procedures and policies for the preparation and Transport of Dangerous Goods
- goods identification numbers, codes and signs
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures
- manufacturers specifications, instructions and labelling advice for the Transport of Dangerous Goods, including material safety data sheets

Applicable regulations and legislation may include

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including current Australian and International Dangerous Goods Codes, Australian Marine Orders and the International Maritime Dangerous Goods Code and International Air Transport Association (IATA) Dangerous Goods by Air regulations
- Australian and state/territory regulations related to the Transport of dangerous goods by road
- relevant Australian and International Standards
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- identify UN classes, UN Division, packing group, class and subsidiary risk labels for dangerous goods
- compliance with ADG and relevant dangerous goods legislation
- determine Proper Shipping names for UN numbers
- identify the level of risk within particular dangerous goods classes/divisions
- identify other persons, organisations, systems involved
in the transport of dangerous goods by road

- identify the required information on a transport document for the transport of dangerous goods
- identify emergency information document and its storage location
- apply segregation methods to incompatible dangerous goods
- demonstrate the ability to appropriately placard dangerous goods vehicles
- identify required information on an emergency information panel
- assess operational suitability of equipment and vehicles pertinent to dangerous goods transportation
- select appropriate equipment and work systems to enable safe, efficient work
- identify hazards and plan work to minimise risks when transporting dangerous goods
- determine (if any) required permits
- use appropriate communication strategies and equipment
- locate, interpret and apply relevant information
- maintain workplace records and documentation including completing dangerous goods declarations
- identify and safely handle equipment and goods
- apply hierarchy of hazard control

**Context**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur at the Registered Training Organisation, and/or in an appropriate work situation or realistic simulated work environment

- Assessment is to comply with relevant regulatory requirements and correspond with the Current Australian Dangerous Goods Code and relevant Australian Standards in relation to the transport of dangerous goods by road.

**Method of assessment**

- Assessment must be conducted using the endorsed Assessment Instrument. This instrument provides advice on their application. This assessment tool is available from state competent authorities
- Assessment must include questioning (verbal and/or...
written

• Assessment may be in conjunction with the assessment of other units of competency.

Specific Resource

• Access is required to opportunities to:
  o participate in a range of exercises, case studies and other real and/or 3 dimensional simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare for the transport of dangerous goods, and/or
  o prepare for the transport of dangerous goods by road in an appropriate range of operational situations

• For the purpose of training and assessment all applicants must be provided or have direct access to a copy of the current Australian Dangerous Goods Code and relevant dangerous goods legislation for their state/territory.

Access and equity considerations

• All workers in the transport industry should be aware of access and equity issues in relation to their own area of work
• All workers should develop their ability to work in a culturally diverse environment
• Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander transport drivers and communities

Consistency of performance

• Applies underpinning knowledge and skills when:
  o assessing operational suitability of equipment and vehicles pertinent to the transport of dangerous goods by road
  o identifying class and subsidiary risk labels for dangerous goods
  o estimating weight and dimensions of load and any special requirements
  o selecting appropriate equipment and work systems to enable safe, efficient work
  o identifying hazards and planning work to minimise risks when transporting dangerous goods by road
  o determining required permits, approvals or licences to transport dangerous goods by road
  o using appropriate communication strategies and equipment
  o locating, interpreting and applying relevant
information
○ maintaining transport documentation, driving records and any other workplace records
○ identifying and safely handling equipment and goods
○ applying hierarchy of hazard control

• Shows evidence of application of relevant transport procedures including:
  ○ Current State/Territory dangerous goods regulations and procedures
  ○ Current Australian Dangerous Goods Code and associated Australian Standards
  ○ Current OHS regulations and hazard prevention policies and procedures
  ○ Current workplace procedures and work instructions concerning the preparation and transport of dangerous goods by road
  ○ Relevant and current guidelines relating to the use of loading equipment
  ○ Current housekeeping procedures
  ○ Current environmental protection procedures when transporting dangerous goods by road

• Action is taken promptly to report any accidents, incidents or potential difficulties in the preparation and transport of dangerous goods by road in accordance with regulations and workplace procedures

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts

• Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Guidance information for assessment

• Further information about endorsed assessment instrument may be obtained from the Competent Authority in each State/Territory.
TLILIC1409A  Licence to drive light rigid vehicle

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a light rigid vehicle. It includes systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit will be undertaken within a licensing examination (Final Competency Assessment) conducted by, or under the authority of, the relevant Heavy Vehicle Driver Licensing Authority.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to light rigid vehicles.

Driving is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a light rigid vehicle across a variety of driving contexts.

Licensing/Legislative Requirements
The primary legislative requirements applicable to this unit of competency are State/Territory legislation in relation to road use and driver licensing.

This unit addresses the underlying knowledge and skills necessary for the granting of a Light Rigid Driver Licence. Drivers may require additional training to drive particular vehicles of the class or in particular contexts.

Obtaining this competency is a necessary requirement for obtaining a Light Rigid Driver Licence. However, it is only one of several criteria for obtaining the licence. Prospective licence applicants should check with the State/Territory driver licensing authority for other criteria (for example: licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Competency Field
IC – Licencing Units

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Drive the light rigid
1.1 The light rigid vehicle is started, steered, manoeuvred,
vehicle positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.4 The light rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.5 The light rigid vehicle is parked, shut down and secured in accordance with traffic regulations, safe & secure.

1.6 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities

2.2 Interaction with other road users is conducted courteously and in accordance with road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations

3.3 Performance and efficiency of vehicle operation is monitored during use

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Light rigid vehicle controls, instruments and indicators and their use
- Light rigid vehicle handling procedures
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on vehicle and related action
- Differences between transmission types
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Fatigue management strategies including on-road techniques

**Required skills:**
- Communicate effectively with others when driving a light rigid vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a light rigid vehicle
- Complete documentation related to the driving of a light rigid vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a light rigid vehicle
- Apply fatigue management knowledge and techniques
- Monitor and anticipate traffic hazards and take appropriate action
- Carry out pre-operational checks on the vehicle

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:  
- all light rigid vehicles including trucks and buses greater than 4.5 tonnes or seating more than 12 adults including the driver

Driving may be carried out in typical road transport situations, including:
- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Driving must be carried out in typical road transport situations, including:
- negotiating hills
- negotiating a range of more complex traffic infrastructure (for example; roundabouts, traffic lights, stalemate intersections, level crossings of railways)
Vehicle handling procedures may include:
- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:
- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Driving hazards may include (examples only):
- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Documentation/records may include:
- state/territory light rigid vehicle driving licence requirements
- vehicle log book or record book (where required)

Applicable procedures and codes may include:
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to light rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment of competency for this unit must be subject to the successful completion of the mandatory Final Competency Assessment process approved by the Licensing Authority.

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including regulations, codes of practice and operation manuals
The mandatory assessment tool provided by the Licensing Authority must be used to conduct the Final Competency Assessment.

The Licensing Authority may prescribe approved routes which must be used for the conduct of the Final Competency Assessment.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- The assessor must use the mandatory assessment tool provided by the Licensing Authority to conduct the assessment for this unit in accordance with Licensing Authority requirements
Licence to drive medium rigid vehicle

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a medium rigid vehicle. It includes systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit will be undertaken within a licensing examination (Final Competency Assessment) conducted by, or under the authority of, the relevant Heavy Vehicle Driver Licensing Authority.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to medium rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a medium rigid vehicle across a variety of driving contexts.

Licensing/Legislative Requirements
The primary legislative requirements applicable to this unit of competency are State/Territory legislation in relation to road use and driver licensing.

This unit addresses the underlying knowledge and skills necessary for the granting of a Medium Rigid Driver Licence. Drivers may require additional training to drive particular vehicles of the class or in particular contexts.

Obtaining this competency is a necessary pre-requisite for obtaining a Medium Rigid Driver Licence. However, it is only one of several criteria for obtaining the licence. Prospective licence applicants should check with the State/Territory driver licensing authority for other criteria (for example: licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Competency Field
IC – Licencing Units

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Drive the medium

1.1 The medium rigid vehicle is started, steered, manoeuvred,
rigid vehicle

1.1 Vehicle is appropriately positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage

1.3 Braking system of medium rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.5 The medium rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.6 The medium rigid vehicle is parked, shut down and secured in accordance with traffic regulations, safe & secure.

1.7 Load is safely and effectively restrained

1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements

1.9 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 An appropriate route of travel is observed taking into account prescribed routes.

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

2.3 Interaction with other road users is conducted courteously and in accordance with road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations

3.3 Performance and efficiency of vehicle operation is monitored during use

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Medium rigid vehicle controls, instruments and indicators and their use
• Medium rigid vehicle handling procedures
• Procedures to be followed in the event of a driving emergency
• Engine power management and safe driving strategies
• Efficient driving techniques
• Driving hazards and related defensive driving techniques
• Pre-operational checks carried out on vehicle and related action
• Differences between transmission types
• Principles of operation of air brakes and procedures for their use
• Principles of stress management when driving a vehicle
• Map reading and navigation of the vehicle and related action (including prescribed routes)
• Factors which may cause traffic delays and diversions and related action that can be taken by a driver
• Causes and effects of fatigue on drivers
• Fatigue management strategies including on-road techniques

Required skills:
• Communicate effectively with others when driving a medium rigid vehicle
• Read and interpret instructions, procedures, information and signs relevant to the driving of a medium rigid vehicle
• Complete documentation related to the driving of a medium rigid vehicle
• Apply fatigue management knowledge and techniques
• Monitor performance of equipment
• Monitor and anticipate traffic hazards and take appropriate action
• Carry out pre-operational checks on a medium rigid vehicle

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes:
• all medium rigid vehicles, for example any 2-axle rigid vehicle, including truck and bus greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site
Driving must be carried out in typical road transport situations, including:

- negotiating hills
- negotiating a range of more complex traffic infrastructure (for example; roundabouts, traffic lights, stalemate intersections, level crossings of railways)

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Documentation/records may include:

- state/territory medium rigid vehicle driving licence requirements
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to medium rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

- Assessment of competency for this unit must be subject to the successful completion of the mandatory Final Competency Assessment process approved by the Licensing Authority.
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- The mandatory assessment tool provided by the Licensing Authority must be used to conduct the Final Competency Assessment.
- The Licensing Authority may prescribe approved routes which must be used for the conduct of the Final Competency Assessment.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- The assessor must use the mandatory assessment tool provided by the Licensing Authority to conduct the assessment for this unit in accordance with Licensing Authority requirements
TLILIC1609A Licence to drive heavy rigid vehicle

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a heavy rigid vehicle. It includes systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective management of hazardous situations. Assessment of this unit will be undertaken within a licensing examination (Final Competency Assessment) conducted by, or under the authority of, the relevant Heavy Vehicle Driver Licensing Authority.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy rigid vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a heavy rigid vehicle across a variety of driving contexts.

Licensing/Legislative Requirements
The primary legislative requirements applicable to this unit of competency are State/Territory legislation in relation to road use and driver licensing.

This unit addresses the underlying knowledge and skills necessary for the granting of a Heavy Rigid Driver Licence. Drivers may require additional training to drive particular vehicles of the class or in particular contexts.

Obtaining this competency is a necessary pre-requisite for obtaining a Heavy Rigid Driver Licence. However, it is only one of several criteria for obtaining the licence. Prospective licence applicants should check with the State/Territory driver licensing authority for other criteria (for example: licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Competency Field
IC – Licencing Units

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Drive the heavy rigid
1.1 The heavy rigid vehicle is started, steered, manoeuvred,
vehicle positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage

1.3 Braking system of heavy rigid vehicle is managed and operated to ensure effective control of the vehicle under all conditions

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.5 The heavy rigid vehicle is driven in reverse, maintaining visibility and achieving accurate positioning.

1.6 The heavy rigid vehicle is parked, shut down and secured in accordance with traffic regulations, safe and secure

1.7 Load is safely and effectively restrained

1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements

1.9 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 An appropriate route of travel is observed taking into account prescribed routes.

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

2.3 Interaction with other road users is conducted courteously and in accordance with road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations

3.3 Performance and efficiency of vehicle operation is monitored during use

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Heavy rigid vehicle controls, instruments and indicators and their use
• Heavy rigid vehicle handling procedures
• Procedures to be followed in the event of a driving emergency
• Engine power management and safe driving strategies
• Efficient driving techniques
• Pre-operational checks carried out on heavy rigid vehicle and related action
• Differences between transmission types
• Principles of operation of air brakes and procedures for their use
• Map reading and navigation of the vehicle and related action (including prescribed routes)
• Driving hazards and related defensive driving techniques
• Principles of stress management when driving a vehicle
• Factors which may cause traffic delays and diversions and related action that can be taken by a driver
• Causes and effects of fatigue on drivers
• Fatigue management strategies and on-road techniques

Required skills:
• Communicate effectively with others when driving a heavy rigid vehicle
• Read and interpret instructions, procedures, information and signs relevant to when the driving of a heavy rigid vehicle
• Complete documentation related to the driving of a heavy rigid vehicle
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when driving a heavy rigid vehicle
• Monitor and anticipate traffic hazards and take appropriate action
• Apply fatigue management knowledge and techniques
• Monitor performance of the vehicle and its equipment and take appropriate action where required
• Carry out pre-operational checks

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes: all heavy rigid vehicles, for example any rigid vehicle with 3 or more axles, including trucks or buses, greater than 8 tonnes GVM

Driving may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site
Driving must be carried out in typical road transport situations, including:

- negotiating hills
- negotiating a range of more complex traffic infrastructure (for example; roundabouts, traffic lights, stalemate intersections, level crossings of railways)

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include:

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Documentation/records may include:

- state/territory heavy rigid vehicle driving licence and permit requirements
- vehicle log book or record book (where required)
- relevant standards and certification requirements

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to heavy rigid vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - the underpinning knowledge and skills
  - the underpinning knowledge and skills
- Assessment of competency for this unit must be subject to the successful completion of the mandatory Final Competency Assessment process approved by the Licensing Authority.
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- The mandatory assessment tool provided by the Licensing Authority must be used to conduct the Final Competency Assessment.
- The Licensing Authority may prescribe approved routes which must be used for the conduct of the Final Competency Assessment

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- The assessor must use the mandatory assessment tool provided by the Licensing Authority to conduct the assessment for this unit in accordance with Licensing Authority requirements
TLILIC1709A  Licence to drive heavy combination vehicle

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to drive a heavy combination vehicle. It includes systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of trailer, and effective management of hazardous situations. Assessment of this unit will be undertaken within a licensing examination (Final Competency Assessment) conducted by, or under the authority of, the relevant Heavy Vehicle Driver Licensing Authority.

Employability Skills
This unit contains employability skills.

Application of the Unit
Driving must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority pertaining to heavy combination vehicles.

Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a heavy combination vehicle across a variety of driving contexts.

Licensing/Legislative Requirements
The primary legislative requirements applicable to this unit of competency are State/Territory legislation in relation to road use and driver licensing.

This unit addresses the underlying knowledge and skills necessary for the granting of a Heavy Combination Driver Licence. Drivers may require additional training to drive particular vehicles of the class or in particular contexts.

Obtaining this competency is a necessary pre-requisite for obtaining a Heavy Combination Driver Licence. However, it is only one of several criteria for obtaining the licence. Prospective licence applicants should check with the State/Territory driver licensing authority for other criteria (for example: licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Competency Field
IC – Licencing Units

ELEMENT
PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Drive the heavy
1.1 The heavy combination vehicle is started, steered,
combination vehicle

1.1 Combination vehicle is manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturers instructions

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage

1.3 Braking system of heavy combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving

1.5 The heavy combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning

1.6 The heavy combination vehicle is parked, uncoupled, shut down and secured in accordance with traffic regulations, safe and secure

1.7 Load is safely and effectively restrained

1.8 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements

1.9 Appropriate procedures are followed in the event of a driving emergency

2 Monitor traffic and road conditions

2.1 An appropriate route of travel is observed taking into account prescribed routes.

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities

2.3 Interaction with other road users is conducted courteously and in accordance with road rules to ensure safe and efficient traffic flow

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle

3.2 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations

3.3 Prime mover and trailer are correctly aligned and coupled

3.4 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational

3.5 Performance and efficiency of vehicle operation is monitored during use

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
• Relevant OH&S and environmental procedures and regulations
• Heavy combination vehicle controls, instruments and indicators and their use
• Heavy combination vehicle handling procedures
• Procedures to be followed in the event of a driving emergency
• Engine power management and safe driving strategies
• Efficient driving techniques
• Pre-operational checks carried out on heavy combination vehicle and related action
• Differences between transmission types
• Principles of operation of air brakes and procedures for their use
• Driving hazards and related defensive driving techniques
• Map reading and navigation of the vehicle and related action (including prescribed routes)
• Factors which may cause traffic delays and diversions and related action that can be taken by a driver
• Principles of stress management when driving a vehicle
• Causes and effects of fatigue on drivers
• Fatigue management strategies including on-road techniques

Required skills:
• Communicate effectively with others when driving a heavy combination vehicle
• Read and interpret instructions, procedures, information and signs relevant to the driving of a heavy combination vehicle
• Complete documentation related to the driving of a heavy combination vehicle
• Monitor and anticipate traffic hazards and take appropriate action
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Apply map reading and road navigation techniques to the operation of a heavy combination vehicle
• Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes: • all heavy combination vehicles that may be driven on public and private roads and work sites
Driving may be carried out in typical road transport situations, including:

- operations conducted at day or night
- typical weather conditions
- on the open road
- on a private road
- while at a depot, base or warehouse
- while at a client's workplace or work site

Driving must be carried out in typical road transport situations, including:

- negotiating hills
- negotiating a range of more complex traffic infrastructure (for example; roundabouts, traffic lights, stalemate intersections, level crossings of railways)

Vehicle handling procedures may include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- positioning and stopping a vehicle
- reversing a vehicle
- operating vehicle controls, instruments and indicators
- using air brakes
- using defensive driving techniques
- managing engine performance

Pre-operational checks may include:

- visual check of vehicle
- checking and topping up of fluid levels
- checks of tyre pressures
- checks of operation of vehicle lights and indicators
- checks of brakes
- checks of coupling equipment

Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Documentation/records may include:

- state/territory heavy combination vehicle driving licence/permit requirements
- vehicle log book or record book (where required)

Applicable procedures and codes may include:

- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to heavy combination vehicles
- relevant state/territory road rules
- relevant state/territory permit regulations and requirements
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment of competency for this unit must be subject to the successful completion of the mandatory Final Competency Assessment process approved by the Licensing Authority.
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- The mandatory assessment tool provided by the Licensing Authority must be used to conduct the Final Competency Assessment.
- The Licensing Authority may prescribe approved routes which must be used for the conduct of the Final Competency Assessment.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- The assessor must use the mandatory assessment tool provided by the Licensing Authority to conduct the assessment for this unit in accordance with Licensing Authority requirements
TLILIC1809A  Licence to operate multi-combination vehicle

Unit Descriptor
This unit involves the skills and knowledge required to obtain a licence to operate a multi-combination vehicle. It includes systematic and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition and performance, coupling and uncoupling of dollies, and effective management of hazardous situations. Assessment of this unit will be undertaken within a licensing examination (Final Competency Assessment) conducted by, or under the authority of, the relevant Heavy Vehicle Driver Licensing Authority.

Employability Skills
The required outcomes described in this unit of competency contain applicable facets of employability skills. The employability skills summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Application of the Unit
Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a multi-combination vehicle across a variety of driving contexts.

Licensing/Legislative Requirements
The primary legislative requirements applicable to this unit of competency in relation to road use and driver licensing are based on the individual State/Territory legislation.

This unit addresses the underlying knowledge and skills necessary for the granting of a Multi-Combination Drivers Licence. Drivers may require additional training to drive particular vehicles of the class or in particular contexts.

Obtaining this competency is a necessary pre-requisite for obtaining a Multi-Combination Driver Licence. However, it is only one of several criteria for obtaining the licence. Prospective licence applicants should check with the State/Territory driver licensing authority for other criteria (for example: licence tenure and medical fitness) to confirm compliance with other eligibility requirements before undertaking training and/or assessment.

Competency Field
LIC – Licencing Units
ELEMENT  PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

1 Drive the multi-combination vehicle

1.1 The multi-combination vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations.

1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage.

1.3 Braking system of multi-combination vehicle is managed and operated to ensure effective control of the vehicle under all conditions.

1.4 Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving.

1.5 The multi-combination vehicle is driven in reverse, maintaining visibility and achieving accurate positioning.

1.6 The multi-combination vehicle is parked, shut down, uncoupled and secured according to traffic regulations, safe and secure.

1.7 Where required, overwidth and overweight permit applications are undertaken in accordance with relevant regulatory requirements.

1.8 Load is safely and effectively restrained.

1.9 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations.

1.10 Appropriate procedures are followed in the event of a driving emergency.

2 Monitor traffic and road conditions

2.1 An appropriate route of travel is observed taking into account prescribed routes.

2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment loads and facilities.

2.3 Interaction with other road users is conducted courteously and in accordance with road rules to ensure safe and efficient traffic flow.

3 Monitor and maintain vehicle performance

3.1 Vehicle performance is maintained through pre-operational inspections and checks of the vehicle.

3.2 Appropriate signage, lights and the like are checked for operational effectiveness and for conformity to prescribed traffic regulations.

3.3 Prime mover, dollies and trailer are aligned and coupled in proper sequence, safe and secure.
3.4 Coupled vehicle is checked and tested to ensure it is correctly secured and to confirm that it is fully operational
3.5 Performance and efficiency of vehicle operation is monitored during use

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Multi-combination vehicle controls, instruments and indicators and their use
- Multi-combination vehicle handling procedures
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on multi-combination vehicle and related action
- Differences between transmission types
- Principles of operation of air brakes and procedures for their use
- Driving hazards and related defensive driving techniques
- Map reading and road navigation techniques (including prescribed routes)
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Fatigue management strategies including on-road techniques

Required skills:
- Communicate effectively with others when driving a multi-combination vehicle
- Read and interpret instructions, procedures, information and signs relevant to the driving of a multi-combination vehicle
- Complete documentation related to the driving of a multi-combination vehicle
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the driving of a multi-combination vehicle
- Monitor and anticipate traffic hazards and take appropriate action
- Apply fatigue management knowledge and techniques
- Monitor performance of vehicle, its trailers and its equipment and take appropriate action where required
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Type of vehicle includes: • any vehicle that may be driven by the holder of Multi-Combination Vehicle Driver Licence

Driving may be carried out in typical road transport situations, including:
• operations conducted at day or night
• typical weather conditions
• on the open road
• on a private road
• while at a depot, base or warehouse
• while at a client's workplace or work site

Driving must be carried out in typical road transport situations, including:
• negotiating hills
• negotiating a range of more complex traffic infrastructure (for example; roundabouts, traffic lights, stalemate intersections, level crossings of railways)

Vehicle handling procedures may include:
• starting a vehicle
• steering and manoeuvring a vehicle
• accelerating and braking
• positioning and stopping a vehicle
• reversing a vehicle
• operating vehicle controls, instruments and indicators
• using air brakes
• using defensive driving techniques
• managing engine performance

Pre-operational checks may include:
• visual check of vehicle
• checking and topping up of fluid levels
• checks of tyre pressures
• checks of operation of vehicle lights and indicators
• checks of brakes
• checks of coupling equipment
Driving hazards may include (examples only):

- wet and iced roads
- oil on road
- animals and objects on road
- fire in vehicle
- leaking fuel
- faulty brakes
- parked vehicles on the road
- faulty steering mechanism on vehicle
- pedestrians crossing the road
- flooded sections of road
- windy sections of road
- foggy conditions

Factors that can cause traffic delays and diversions may include (examples only):

- traffic accidents
- flooded sections of road
- road damage
- bridge/tunnel damage
- road works
- building construction
- emergency situations such as bushfires, building fires, etc.
- road closures for special events such as marches, parades, sporting events, etc.
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.

Documentation/records may include:

- state/territory multi-combination vehicle driving licence/permit requirements
- state/territory road rules
- specifications and recommended driving procedures including preoperational checks of vehicle
- vehicle log book or record book (where required)

Applicable procedures and codes may include

- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to multi-combination vehicles
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation
  - other relevant aspects of the range statement
- Assessment of competency for this unit must be subject to the successful completion of the mandatory Final Competency Assessment process approved by the Licensing Authority

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- The mandatory assessment tool provided by the Licensing Authority must be used to conduct the Final Competency Assessment.
- The Licensing Authority may prescribe approved routes which must be used for the conduct of the Final Competency Assessment.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
The assessor must use the mandatory assessment tool provided by the Licensing Authority to conduct the assessment for this unit in accordance with Licensing Authority requirements.
### TLILIC1008A – Licence to operate a slewing mobile crane (up to 100 tonnes)

#### Unit Descriptor
This unit specifies the outcomes required to operate a slewing mobile crane (up to 100 tonnes) for licensing purposes. It encompasses the requirement for the up to 60 tonnes licence.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

#### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

1. **Plan work**
   1.1 Potential workplace hazards are identified
   1.2 **Hazard control measures** are identified consistent with **appropriate standards** to ensure the safety of personnel and equipment
   1.3 The weight of the load is identified and estimated in consultation with **associated personnel**
   1.4 **Crane** is **appropriate** to the load/s and workplace conditions
   1.5 Appropriate paths for the movement of loads in the work area are inspected and determined
   1.6 Appropriate **communication methods** are identified with **associated personnel**

2. **Conduct routine checks**
   2.1 **Crane** is visually checked for any damage or defects
   2.2 **Crane** is accessed in a safe manner
   2.3 All **signage and labels** are visible and legible according to the **appropriate standard**
   2.4 Routine pre-operational crane checks are carried out according to **procedures**
   2.5 All **controls** are located and identified
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.6</td>
<td>Crane <strong>service logbook</strong> is checked for compliance</td>
<td></td>
</tr>
<tr>
<td>2.7</td>
<td><strong>Crane</strong> is started according to <strong>procedures</strong> and checked for any abnormal noises</td>
<td></td>
</tr>
<tr>
<td>2.8</td>
<td>All <strong>crane safety devices</strong> are tested according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>2.9</td>
<td>Post-start operational checks are carried out according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>2.10</td>
<td>All <strong>communication equipment</strong> is checked for serviceability</td>
<td></td>
</tr>
<tr>
<td>2.11</td>
<td>All damage and defects are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
<td></td>
</tr>
<tr>
<td>3.1</td>
<td><strong>Ground suitability</strong> is checked</td>
<td></td>
</tr>
<tr>
<td>3.2</td>
<td><strong>Crane</strong> is driven to the work area according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td><strong>Crane</strong> is positioned for work application and <strong>stability</strong> according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>3.4</td>
<td>Appropriate <strong>crane configuration</strong> for work task is determined according to <strong>procedures</strong> (where applicable)</td>
<td></td>
</tr>
<tr>
<td>3.5</td>
<td>Boom/jib and counterweight configuration data is input into the crane computer (as required)</td>
<td></td>
</tr>
<tr>
<td>3.6</td>
<td>Appropriate <strong>hazard prevention/control measures</strong> are applied to the work area according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>3.7</td>
<td>All <strong>communications equipment</strong> is tested for functionality</td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>Lifts are determined within the capacity of the crane</td>
<td></td>
</tr>
<tr>
<td>4.2</td>
<td>Boom/jib and hoist block is positioned over load following directions from <strong>associated personnel</strong></td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td><strong>Test lift</strong> is carried out according to <strong>procedures</strong></td>
<td></td>
</tr>
<tr>
<td>4.4</td>
<td>Loads are transferred using all <strong>relevant crane movements</strong> according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
<td></td>
</tr>
<tr>
<td>4.5</td>
<td>All required <strong>communication signals</strong> are correctly interpreted according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
<td></td>
</tr>
<tr>
<td>4.6</td>
<td><strong>Crane</strong> is operated according to <strong>procedures</strong>.</td>
<td></td>
</tr>
<tr>
<td>4.7</td>
<td>Load movement is monitored constantly ensuring safety to personnel and load, and crane stability</td>
<td></td>
</tr>
<tr>
<td>4.8</td>
<td><strong>Unplanned and/or unsafe</strong> situations are responded to in line with <strong>procedures</strong></td>
<td></td>
</tr>
</tbody>
</table>
### 5. Mobile Load

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Suitability of <strong>planned route</strong> is checked for the crane according to <strong>procedures</strong></td>
</tr>
<tr>
<td>5.2</td>
<td><strong>Crane</strong> is configured to mobile load according to <strong>procedures</strong></td>
</tr>
<tr>
<td>5.3</td>
<td>Load is moved using <strong>best mobile practice</strong> according to the <strong>appropriate standard</strong></td>
</tr>
</tbody>
</table>

### 6. Shut down and Secure Crane

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td><strong>Crane</strong> boom/jib and equipment are stowed and secured where appropriate according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
</tr>
<tr>
<td>6.2</td>
<td>Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td>6.3</td>
<td>Outriggers/stabilisers are stowed and secured according to <strong>procedures</strong></td>
</tr>
<tr>
<td>6.4</td>
<td><strong>Crane</strong> is <strong>shut down</strong> according to <strong>procedures</strong></td>
</tr>
<tr>
<td>6.5</td>
<td>Plates or packing are stowed and secured</td>
</tr>
<tr>
<td>6.6</td>
<td>Routine post-operational crane checks are carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td>6.7</td>
<td>All damage and defects are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
</tr>
</tbody>
</table>

---

### REQUIRED SKILLS AND KNOWLEDGE

*This describes the essential skills and knowledge and their level required for this unit.*

#### Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (61t up to 100t capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)
- Use and interpret crane manufacturer’s specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures
Required knowledge:

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

Hazard: May include:

- ground stability (e.g. ground condition, recently filled trenches, slopes)
- overhead hazards (e.g. powerlines, service pipes)
- traffic (e.g. pedestrians, vehicles, other plant)
- insufficient lighting
- environmental conditions (e.g. wind, lightning, storms, etc.)
- other specific hazards (e.g. dangerous materials)
### Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:

1. elimination
2. substitution
3. isolation
4. engineering control measures
5. using safe work practices
6. personal protective equipment.

### Appropriate standard

Appropriate standards may include:
- codes of practice (mobile crane)
- legislation
- Australian standards
- manufacturer’s specifications
- industry standards (where applicable)

### Associated personnel

May include but not limited to:
- riggers
- doggers

### Appropriate

May include but not limited to:
- crane capabilities
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Crane

May include a boom or jib, which is capable of being slewed (up to 100 tonnes capacity). The slewing mobile crane up to 100 tonnes classification encompasses the requirements for the slewing mobile crane up to 60 tonnes classification.

### Communication method

May include but not limited to:
- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol
| **Signage and labels** | May include but not limited to:  
| cranes data plates/labels  
| load charts  
| crane decals  
| control labels |
| **Procedures** | May include but not limited to:  
| manufacturer’s guidelines (instructions, specifications or checklists)  
| industry operating procedures  
| workplace procedures (work instructions, operating procedures, checklists) |
| **Controls** | May include but not limited to:  
| luffing levers  
| hoisting and lowering levers  
| slewing levers including brake  
| boom extension levers (where fitted) |
| **Service logbook** | May include but not limited to:  
| any logbook  
| service book  
| history record system where the service and maintenance history is kept |
| **Crane safety devices** | May include but not limited to:  
| horns/sirens  
| audible and visual reversing devices  
| operator restraint devices  
| lights |
| **Communication equipment** | May include but not limited to:  
| two-way radios  
| whistles  
| bells  
<p>| buzzers |
| NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane |</p>
<table>
<thead>
<tr>
<th><strong>Ground suitability</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• rough uneven ground</td>
</tr>
<tr>
<td></td>
<td>• backfilled ground</td>
</tr>
<tr>
<td></td>
<td>• soft soils</td>
</tr>
<tr>
<td></td>
<td>• hard compacted soil</td>
</tr>
<tr>
<td></td>
<td>• rock</td>
</tr>
<tr>
<td></td>
<td>• bitumen</td>
</tr>
<tr>
<td></td>
<td>• concrete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Stability</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• deploying outriggers</td>
</tr>
<tr>
<td></td>
<td>• establishing correct size plates or packing</td>
</tr>
<tr>
<td></td>
<td>• correctly positioning plates or packing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Crane configuration</strong></th>
<th>May include but not be limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• boom/jib</td>
</tr>
<tr>
<td></td>
<td>• fly-jib</td>
</tr>
<tr>
<td></td>
<td>• counterweights</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Hazard prevention/control measures</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>• insulated powerlines</td>
</tr>
<tr>
<td></td>
<td>• safety observer used inside exclusion zone</td>
</tr>
<tr>
<td></td>
<td>• disconnected power</td>
</tr>
<tr>
<td></td>
<td>• traffic barricades and control</td>
</tr>
<tr>
<td></td>
<td>• pedestrian barricades</td>
</tr>
<tr>
<td></td>
<td>• trench covers</td>
</tr>
<tr>
<td></td>
<td>• movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>• personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>• adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Test lift</strong></th>
<th>The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• near capacity loads do not overload the crane</td>
</tr>
<tr>
<td></td>
<td>• loads of unusual shape or weight distribution are correctly slung</td>
</tr>
<tr>
<td></td>
<td>• load measuring equipment can be used to verify the calculated weight of the load</td>
</tr>
<tr>
<td></td>
<td>• all crane equipment is functioning properly</td>
</tr>
<tr>
<td></td>
<td>• adjustments to the slinging can be made in a safe manner</td>
</tr>
</tbody>
</table>
### Relevant crane movements

May include but not limited to:
- telescope in and out
- boom/jib up and down
- slew boom/jib
- operation of outriggers/stabilisers
- raise and lower hoist
- travel

### Communication signals

May include but not limited to:
- stop – hand
- stop – whistle
- hoist up – hand
- hoist up – whistle
- hoist down – hand
- hoist down – whistle
- luff boom down – hand
- luff boom down – whistle
- luff boom up – hand
- luff boom up – whistle
- telescope out – hand
- telescope out – whistle
- telescope in – hand
- telescope in – whistle
- slew left – hand
- slew left – whistle
- slew right – hand
- slew right – whistle
- travel – hand

### Unplanned and/or unsafe situations

May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Planned route

May include but not limited to:
- unusual or difficult terrains
- obstacles or obstruction
### Best mobile practice

May include:
- minimum speed
- gentle acceleration and braking (to minimise load swing)
- minimum boom/jib length
- carrying the load near to the ground surface
- boom/jib in line with the crane
- boom/jib as low as possible
- load faces uphill
- use of handheld taglines

### Shut down

May include but not limited to:
- retracting boom/jib
- retracting hoist rope and hook block
- positioning/securing boom/jib for transport
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)
- locking and securing cabin (where applicable)
- securing crane for travel

## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

### Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Effectively complete the pre-operational check, positioning, stabilising, set up, operation, post-
operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane up to 100 tonne capacity in conjunction with associated personnel.

- Appropriate mathematical procedures for estimation of loads.

### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - appropriate slewing mobile crane (61 tonne up to 100 tonne) and associated equipment in safe condition
  - suitable loads as specified by the endorsed assessment instrument
  - communication equipment (e.g. two-way radios, whistles, etc.)
  - other associated personnel to sling and direct the loads

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with
<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>• Further information about endorsed Assessment Instruments may be obtained from state/territory OH&amp;S regulators.</th>
</tr>
</thead>
<tbody>
<tr>
<td>application of underpinning knowledge.</td>
<td>• Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.</td>
</tr>
</tbody>
</table>
**TLILIC108A - Licence to operate a forklift truck**

<table>
<thead>
<tr>
<th><strong>Unit Descriptor</strong></th>
<th>This unit specifies the outcomes required for the operation of a powered industrial truck equipped with a mast and an elevating load carriage to which is attached a pair of fork arms or other attachment, for licensing purposes. This definition also includes a truck on which the operator is raised with the attachment for order-picking.</th>
</tr>
</thead>
</table>

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

This unit requires the operator to be able plan the work, conduct routine checks on the forklift, shift loads in a safe manner, and shut down and secure the equipment after the completion of operations.

This unit is based on the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

---

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

1. **Plan work**

   1.1 Potential workplace *hazards* are identified

   1.2 *Hazard control measures* are identified consistent with *appropriate standards* to ensure the safety of personnel and equipment

   1.3 Appropriate *forklift* truck is selected according to the load and workplace conditions

   1.4 Working area is inspected to determine appropriate path of movement for loads and forklift truck

   1.5 *Communication methods* are identified according to *procedures*

2. **Conduct routine checks**

   2.1 Forklift is visually checked for any damage or defects

   2.2 All *signage and labels* are visible and legible according to the *appropriate standard*

   2.3 All controls are located and identified

   2.4 *Pre-start operational checks* are carried out according to *procedures*

   2.5 *Forklift* is started according to *procedures* and checked for any abnormal noise
2.6 **Post-start operational checks** are carried out according to *procedures*
2.7 All forklift functions and safety devices are tested to their maximum according to *procedures*
2.8 Defects and damage are reported and recorded according to *procedures*, and appropriate action is taken

### 3. Shift load

3.1 The weight of load is assessed to ensure compliance with *forklift* truck data plate specifications
3.2 Appropriate *hazard prevention/control measures* are implemented and communicated with personnel in the work area
3.3 *Forklift* is operated at a safe speed and according to *procedures*
3.4 Loads are moved and placed to ensure stability of material and avoidance of hazards
3.5 Load movement is monitored constantly ensuring safety to personnel and load, and structural stability
3.6 *Unplanned and/or unsafe situations* are responded to in line with *procedures*

### 4. Shut down and secure forklift truck

4.1 *Forklift* truck is parked to avoid hazards
4.2 Forklift is *shut down* according to *procedures*
4.3 Routine post-operational forklift checks are carried out according to *procedures*
4.4 Forklift is secured to prevent unauthorised access/use
4.5 All defects and damage are reported and recorded according to *procedures*, and appropriate action is taken

### REQUIRED SKILLS AND KNOWLEDGE

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Accurately interpret information relating to conducting forklift truck operations (e.g. procedures)
- Safely conduct forklift truck operations including all functions to the maximum height and load capacity
- Identify hazards associated with the operation of the forklift truck, assess risks and put into place effective hazard prevention/control measures for those hazards identified
- Use communication skills at a level sufficient to communicate with other site personnel (e.g. receive and interpret work instructions, safety information, emergency procedures)
• Drive forklift with load in forward and reverse, maintaining visibility
• Verify problems and equipment faults and demonstrate appropriate response procedures

**Required knowledge:**

• Methodology of determining the weight of a load
• Commonwealth, state or territory OH&S legislation, standards relevant to the safe operation for the forklift trucks
• Understanding of forklift characteristics and capabilities (including use of load data plates)
• Understanding of the hierarchy of hazard identification and control
• Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
• Procedures for the recording, reporting and maintenance of workplace records and information
• Forklift truck operations and safe operating techniques
• Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

**RANGE STATEMENT**

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.*

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground conditions (e.g. condition of pavement, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• weather (e.g. wind, lightning, rain)</td>
</tr>
<tr>
<td></td>
<td>• forklift instability (e.g. overloading, poor load placement, irregular loads)</td>
</tr>
<tr>
<td></td>
<td>• other hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>
| Hazard control measures | Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:  
1. elimination  
2. substitution  
3. isolation  
4. engineering control measures  
5. using safe work practices  
6. personal protective equipment |
|---|---|
| Appropriate standards | May include but not limited to:  
- legislation  
- Australian standards  
- manufacturer’s specifications  
- industry standards (where applicable) |
| Forklift truck | May include but not be limited to:  
- counterbalanced  
- reach trucks  
- rough terrain  
- internal combustion petrol, diesel, gas  
- electric |
| Communications methods | May include but not limited to:  
- verbal and non-verbal language  
- written instructions  
- signage  
- hand signals  
- listening  
- questioning to confirm understanding  
- appropriate worksite protocol |
| Procedures | May include but not limited to:  
- manufacturer’s guidelines (instructions, specifications or checklists)  
- industry operating procedures  
- workplace procedures (work instructions, operating procedures, checklists) |
### Pre-start operational checks

May include but not limited to:
- safety devices fitted where appropriate
- forklift data plate fitted and interpreted
- logbook, handbook or operating manuals available
- external visual check including, evidence of damage, leaks, visual evidence of structural weaknesses (including paint separation or stressed welds) is carried out
- forklift attachment is checked for security
- approved modifications and/or attachments fitted to manufacturer’s specifications (e.g. as per forklift or attachment data plate) are identified
- checks for adaptations or modifications outside manufacturer’s specifications (e.g. not listed on the forklift or attachment data plate) are carried out
- maintenance logbook/records checked

### Post-start operational checks

May include checks of the forklift truck and equipment after start-up to ensure:
- hazard warning systems (for example lights and horns), are functional
- attachment movements and control functions are smooth and comply with operating requirements
- steering, transmission and brake functions comply with operating requirements

### Hazard prevention/control measures

May include but not limited to:
- barricades and traffic control
- safety tags on electrical switches/isolators
- insulated powerlines
- safety observer used inside exclusion zone
- disconnected power
- pedestrian control (barricades, signs, etc.)
- excavation safeguards
- movement of obstructions
- personal protective equipment
- adequate illumination
| Unplanned and/or unsafe situations | May include but not limited:  
- failure/loss of control (e.g. brakes and steering)  
- failure of equipment (e.g. hydraulic system)  
- environmental condition  
| Shut down | May include, but is not limited to:  
- parking in a suitable location away from dangerous areas  
- fork arms are correctly positioned (tips down, tilted forward, lowered to ground)  
- appropriate transmission/gear is selected for parking (relevant to transmission type)  
- hand/parking brake is applied  
- engine power is turned off  
- ignition key is removed (if applicable)  
- LPG gas cylinder valve is shut off (where fitted)  
- securing equipment against unauthorised operation  
- securing the site  
- ensuring access ways are clear  
- identifying and segregating defective equipment and reporting to authorised personnel  
- batteries are connected to the charger (if applicable) |

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

**Overview of assessment**

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.
### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Identify hazards associated with the operation of the forklift truck and put in place effective hazard controls for those hazards identified.
- Conduct pre-start-up, operational, moving loads and shut down and secure checks of the forklift truck according to procedures.
- Operate the forklift truck and move loads safely, including driving and manoeuvring, picking up and placing of loads at various stack heights.
- Drive forklift truck with load in forward and reverse, maintaining visibility.

### Context of and specific resources for assessment

- Assessment of the safe application of knowledge and skills to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - associated equipment appropriate to forklift truck operations
  - suitable loads as described by the endorsed Assessment Instrument
  - manufacturers specifications
  - appropriate forklift truck in a safe condition.

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instrument. These Instruments provide instruction on their application.
- The use of ‘simulators’ in the assessment of this unit of competency is not acceptable.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>• Further information about endorsed Assessment Instruments may be obtained from state/territory OH&amp;S regulators.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Element</td>
<td>Performance Criteria</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Plan work</strong></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>Potential workplace hazards are identified</td>
</tr>
<tr>
<td>1.2</td>
<td>Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td>1.3</td>
<td>The weight of the load is identified and estimated in consultation with associated personnel</td>
</tr>
<tr>
<td>1.4</td>
<td>Crane is appropriate to the load/s and workplace conditions</td>
</tr>
<tr>
<td>1.5</td>
<td>Appropriate paths for the movement of loads in the work area is inspected and determined</td>
</tr>
<tr>
<td>1.6</td>
<td>Appropriate communication methods are identified with associated personnel</td>
</tr>
</tbody>
</table>

| Conduct routine checks | |
| 2.1 | Crane is visually checked for any damage or defects |
| 2.2 | Crane is accessed in a safe manner |
| 2.3 | All signage and labels are visible and legible according to the appropriate standard |
| 2.4 | Routine pre-operational crane checks are carried out according to procedures |
| 2.5 | All controls are located and identified |
| 2.6 | Crane service logbook is checked for compliance |
2.7 *Crane* is started according to *procedures* and checked for any abnormal noises.
2.8 All *crane safety devices* are tested according to *procedures*.
2.9 Post-start operational checks are carried out according to *procedures*.
2.10 All *communication equipment* is checked for serviceability.
2.11 All damage and defects are reported and recorded according to *procedures*, and appropriate action is taken.

| 3. Set up crane | 3.1 *Ground suitability* is checked.
|                | 3.2 *Crane* is driven to the work area according to *procedures*.
|                | 3.3 *Crane* is positioned for work application and *stability* according to *procedures*.
|                | 3.4 Appropriate *crane configuration* for work task is determined according to *procedures* (where applicable).
|                | 3.5 Boom/jib and counterweight configuration data is input into the crane computer (as required).
|                | 3.6 Appropriate *hazard prevention/control measures* are applied to the work area according to *procedures*.
|                | 3.7 All *communications equipment* is tested for functionality.

| 4. Transfer load | 4.1 Lifts are determined within the capacity of the crane.
|                 | 4.2 Boom/jib and hoist block is positioned over load following directions from *associated personnel*.
|                 | 4.3 *Test lift* is carried out according to *procedures*.
|                 | 4.4 Loads are transferred using all *relevant crane movements* according to *procedures* and the appropriate standard.
|                 | 4.5 All required *communication signals* are correctly interpreted according to *procedures* and the appropriate standard.
|                 | 4.6 *Crane* is operated according to *procedures*.
|                 | 4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability.
|                 | 4.8 *Unplanned and/or unsafe* situations are responded to in line with *procedures*. |
5. Mobile load

5.1 Suitability of planned route is checked for the crane according to procedures
5.2 Crane is configured to mobile load according to procedures
5.3 Load is moved using best mobile practice according to the appropriate standard

6. Shut down and secure crane

6.1 Crane boom/jib and equipment are stowed and secured where appropriate according to procedures and the appropriate standard
6.2 Relevant motion locks and brakes are applied (where applicable)
6.3 Outriggers/stabilisers are stowed and secured according to procedures
6.4 Crane is shut down according to procedures
6.5 Plates or packing are stowed and secured
6.6 Routine post-operational crane checks are carried out according to procedures
6.7 All damage and defects are reported and recorded according to procedures, and appropriate action is taken

REQUIRED SKILLS AND KNOWLEDGE
This describes the essential skills and knowledge and their level required for this unit.

Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (over 100 tonnes capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)
- Use and interpret crane manufacturer’s specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures
**Required knowledge:**

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

**RANGE STATEMENT**

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.*

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
<td></td>
</tr>
<tr>
<td>Overhead hazards (e.g. powerlines, service pipes)</td>
<td></td>
</tr>
<tr>
<td>Traffic (e.g. pedestrians, vehicles, other plant)</td>
<td></td>
</tr>
<tr>
<td>Insufficient lighting</td>
<td></td>
</tr>
<tr>
<td>Environmental conditions (e.g. wind, lightning, storms, etc.)</td>
<td></td>
</tr>
<tr>
<td>Other specific hazards (e.g. dangerous materials)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 elimination</td>
<td></td>
</tr>
<tr>
<td>2 substitution</td>
<td></td>
</tr>
<tr>
<td>3 isolation</td>
<td></td>
</tr>
<tr>
<td>4 engineering control measures</td>
<td></td>
</tr>
<tr>
<td>5 using safe work practices</td>
<td></td>
</tr>
<tr>
<td>6 personal protective equipment</td>
<td></td>
</tr>
</tbody>
</table>
### Appropriate standard

<table>
<thead>
<tr>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- codes of practice (mobile crane)</td>
</tr>
<tr>
<td>- legislation</td>
</tr>
<tr>
<td>- Australian standards</td>
</tr>
<tr>
<td>- manufacturer’s specifications</td>
</tr>
<tr>
<td>- industry standards (where applicable)</td>
</tr>
</tbody>
</table>

### Associated personnel

<table>
<thead>
<tr>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- riggers</td>
</tr>
<tr>
<td>- doggers</td>
</tr>
</tbody>
</table>

### Appropriate

<table>
<thead>
<tr>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- crane capabilities</td>
</tr>
<tr>
<td>- environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

### Crane

<table>
<thead>
<tr>
<th>May include a boom or jib, which is capable of being slewed (over 100 tonnes capacity)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The slewing mobile crane over 100 tonnes classification encompasses the requirements for the slewing mobile crane up to 100 tonnes classification</td>
</tr>
</tbody>
</table>

### Communication method

<table>
<thead>
<tr>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- verbal and non-verbal language</td>
</tr>
<tr>
<td>- written instructions</td>
</tr>
<tr>
<td>- signage</td>
</tr>
<tr>
<td>- hand signals</td>
</tr>
<tr>
<td>- listening</td>
</tr>
<tr>
<td>- questioning to confirm understanding</td>
</tr>
<tr>
<td>- appropriate worksite protocol</td>
</tr>
</tbody>
</table>

### Signage and labels

<table>
<thead>
<tr>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- crane data plates/labels</td>
</tr>
<tr>
<td>- load charts</td>
</tr>
<tr>
<td>- crane decals</td>
</tr>
<tr>
<td>- control labels</td>
</tr>
</tbody>
</table>

### Procedures

<table>
<thead>
<tr>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- manufacturer’s guidelines (instructions, specifications or checklists)</td>
</tr>
<tr>
<td>- industry operating procedures</td>
</tr>
<tr>
<td>- workplace procedures (work instructions, operating procedures, checklists)</td>
</tr>
<tr>
<td><strong>Controls</strong></td>
</tr>
<tr>
<td>---------------------------------------------</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Service logbook</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Crane safety devices</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Communication equipment</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Ground suitability</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Stability</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Crane configuration</td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>• insulated powerlines</td>
</tr>
<tr>
<td></td>
<td>• safety observer used inside exclusion zone</td>
</tr>
<tr>
<td></td>
<td>• disconnected power</td>
</tr>
<tr>
<td></td>
<td>• traffic barricades and control</td>
</tr>
<tr>
<td></td>
<td>• pedestrian barricades</td>
</tr>
<tr>
<td></td>
<td>• trench covers</td>
</tr>
<tr>
<td></td>
<td>• movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>• personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>• adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test lift</th>
<th>The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• near capacity loads do not overload the crane</td>
</tr>
<tr>
<td></td>
<td>• loads of unusual shape or weight distribution are correctly slung</td>
</tr>
<tr>
<td></td>
<td>• load measuring equipment can be used to verify the calculated weight of the load</td>
</tr>
<tr>
<td></td>
<td>• all crane equipment is functioning properly</td>
</tr>
<tr>
<td></td>
<td>• adjustments to the slinging can be made in a safe manner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relevant crane movements</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• telescope in and out</td>
</tr>
<tr>
<td></td>
<td>• jib up and down</td>
</tr>
<tr>
<td></td>
<td>• slew jib</td>
</tr>
<tr>
<td></td>
<td>• operation of outriggers/stabilisers</td>
</tr>
<tr>
<td></td>
<td>• raise and lower hoist</td>
</tr>
<tr>
<td></td>
<td>• travel</td>
</tr>
<tr>
<td>Communication signals</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td></td>
<td>• stop – hand</td>
</tr>
<tr>
<td></td>
<td>• stop – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist up – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist up – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist down – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – whistle</td>
</tr>
<tr>
<td></td>
<td>• telescope out – hand</td>
</tr>
<tr>
<td></td>
<td>• telescope out – whistle</td>
</tr>
<tr>
<td></td>
<td>• telescope in – hand</td>
</tr>
<tr>
<td></td>
<td>• telescope in – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew left – hand</td>
</tr>
<tr>
<td></td>
<td>• slew left – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew right – hand</td>
</tr>
<tr>
<td></td>
<td>• slew right – whistle</td>
</tr>
<tr>
<td></td>
<td>• travel – hand</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unplanned and/or unsafe situations</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• failure/loss of control (e.g. brakes and steering)</td>
</tr>
<tr>
<td></td>
<td>• failure of equipment (e.g. hydraulic system)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned route</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• unusual or difficult terrains</td>
</tr>
<tr>
<td></td>
<td>• obstacles or obstruction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Best mobile practice</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• minimum speed</td>
</tr>
<tr>
<td></td>
<td>• gentle acceleration and braking (to minimise load swing)</td>
</tr>
<tr>
<td></td>
<td>• minimum boom/jib length</td>
</tr>
<tr>
<td></td>
<td>• carrying the load near to the ground surface</td>
</tr>
<tr>
<td></td>
<td>• boom/jib in line with the crane</td>
</tr>
<tr>
<td></td>
<td>• boom/jib as low as possible</td>
</tr>
<tr>
<td></td>
<td>• load faces uphill</td>
</tr>
<tr>
<td></td>
<td>• use of handheld taglines</td>
</tr>
<tr>
<td>Shut down</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td></td>
<td>• retracting boom/jib</td>
</tr>
<tr>
<td></td>
<td>• retracting hoist rope and hook block</td>
</tr>
<tr>
<td></td>
<td>• positioning/securing boom/jib for transport</td>
</tr>
<tr>
<td></td>
<td>• retracting outriggers/stabilisers</td>
</tr>
<tr>
<td></td>
<td>• idling engine to stabilise temperature</td>
</tr>
<tr>
<td></td>
<td>• turning off engine (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• removing key from ignition (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• locking and securing cabin (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• securing crane for travel</td>
</tr>
</tbody>
</table>

**EVIDENCE GUIDE**

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.*

<table>
<thead>
<tr>
<th>Overview of assessment</th>
<th>• Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• State/territory OH&amp;S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&amp;S matters.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Critical aspects for assessment and evidence required to demonstrate competency in this unit</th>
<th>• Compliance with OH&amp;S licensing legislation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Effectively communicate and work safely with others in the work area.</td>
</tr>
<tr>
<td></td>
<td>• Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).</td>
</tr>
<tr>
<td></td>
<td>• Effectively complete the pre-operational check, positioning, stabilising, set up, operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane over 100 tonne capacity in conjunction with other associated personnel.</td>
</tr>
<tr>
<td></td>
<td>• Appropriate mathematical procedures for estimation of loads.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>• Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.</td>
</tr>
</tbody>
</table>
• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
• Assessment is to comply with relevant appropriate standard requirements.
• Applicants must have access to:
  o Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  o appropriate slewing mobile crane (over 100 tonne) and associated equipment in safe condition
  o suitable loads as specified by the endorsed Assessment Instrument
  o communication equipment (e.g. two-way radios, whistles, etc.)
  o other associated personnel to sling and direct the loads.

**Method of assessment**
• Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
• The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.
• Assessment may be in conjunction with the assessment of other units of competency.
• Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
• Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

**Guidance information for assessment**
• Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
**Unit Descriptor**

This unit specifies the outcomes required to operate a vehicle loading crane with a capacity of 10 metre tonnes or more, mounted on a vehicle for the principle purpose of loading and unloading such a vehicle, including the application of load estimation and slinging techniques to move a load, for licensing purposes.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads and shut down and secure crane.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
<tr>
<td>1. Plan work</td>
<td>1.1 Potential workplace hazards are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td></td>
<td>1.3 The weight of the load is identified and estimated in consultation with associated personnel (where applicable)</td>
</tr>
<tr>
<td></td>
<td>1.4 Suitable lifting points on the load are identified in consultation with associated personnel</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate lifting equipment is obtained following consultation with associated personnel</td>
</tr>
<tr>
<td></td>
<td>1.6 Crane is appropriate to the load/s and workplace conditions</td>
</tr>
<tr>
<td></td>
<td>1.7 Appropriate paths for the movement of loads in the work area are inspected and determined</td>
</tr>
<tr>
<td></td>
<td>1.8 Appropriate communication methods are identified with associated personnel</td>
</tr>
</tbody>
</table>
2. Conduct routine checks

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td><strong>Crane</strong> is visually checked for any damage or defects</td>
</tr>
<tr>
<td>2.2</td>
<td>All <strong>signage and labels</strong> are visible and legible according to the <strong>appropriate standard</strong>.</td>
</tr>
<tr>
<td>2.3</td>
<td>Routine pre-operational crane checks are carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td>2.4</td>
<td>All <strong>controls</strong> are located and identified</td>
</tr>
<tr>
<td>2.5</td>
<td>Crane <strong>service logbook</strong> is checked for compliance</td>
</tr>
<tr>
<td>2.6</td>
<td><strong>Crane</strong> is started according to <strong>procedures</strong> and checked for any abnormal noises</td>
</tr>
<tr>
<td>2.7</td>
<td>All crane <strong>safety devices</strong> are tested according to <strong>procedures</strong></td>
</tr>
<tr>
<td>2.8</td>
<td>Post-start operational checks are carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td>2.9</td>
<td>All <strong>communication equipment</strong> is checked for serviceability</td>
</tr>
<tr>
<td>2.10</td>
<td>All damage and defects are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
</tr>
</tbody>
</table>

3. Set up crane

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td><strong>Ground suitability</strong> is checked</td>
</tr>
<tr>
<td>3.2</td>
<td><strong>Crane</strong> is driven to the work area according to <strong>procedures</strong></td>
</tr>
<tr>
<td>3.3</td>
<td><strong>Crane</strong> is positioned for work application and <strong>stability</strong> according to <strong>procedures</strong></td>
</tr>
<tr>
<td>3.4</td>
<td>Boom/jib and configuration data is input into the crane computer (as required)</td>
</tr>
<tr>
<td>3.5</td>
<td>Appropriate <strong>hazard prevention/control measures</strong> are applied to the work area according to <strong>procedures</strong></td>
</tr>
<tr>
<td>3.6</td>
<td>All <strong>communication equipment</strong> is tested for functionality</td>
</tr>
<tr>
<td>3.7</td>
<td><strong>Lifting equipment</strong> is prepared for load according to <strong>procedures</strong></td>
</tr>
<tr>
<td>3.8</td>
<td><strong>Load destination</strong> is prepared</td>
</tr>
</tbody>
</table>

4. Transfer loads

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Loads are determined within the capacity of the crane</td>
</tr>
<tr>
<td>4.2</td>
<td>Boom/jib and hoist block is positioned over load following directions from <strong>associated personnel</strong></td>
</tr>
<tr>
<td>4.3</td>
<td><strong>Lifting equipment</strong> is attached and secured using <strong>defined techniques</strong> according to <strong>procedures</strong></td>
</tr>
<tr>
<td>4.4</td>
<td><strong>Test lift</strong> is carried out according to <strong>procedures</strong></td>
</tr>
</tbody>
</table>
4.5 Loads are transferred using all relevant crane movements according to procedures and the appropriate standard
4.6 All required communication signals are correctly interpreted according to procedures and the appropriate standard
4.7 The load is landed ensuring stability and security from movement
4.8 Lifting equipment is removed or disconnected from load and/or lifting hook according to procedures (where applicable)
4.9 Crane is operated according to procedures
4.10 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability
4.11 Unplanned and/or unsafe situations are responded to in line with procedures

5. Shut down and secure crane

5.1 Crane boom/jib and equipment are stowed and secured according to procedures and the appropriate standard
5.2 Relevant motion locks and brakes are applied (where applicable)
5.3 Outriggers/stabilisers are stowed and secured according to procedures
5.4 Plates or packing are stowed and secured.
5.5 Crane is shut down according to procedures
5.6 Routine post-operational crane checks are carried out according to procedures
5.7 Lifting equipment is stored according to procedures and the appropriate standards
5.8 All damage and defects are reported and recorded according to procedures, and appropriate action is taken

REQUIRED SKILLS AND KNOWLEDGE
This describes the essential skills and knowledge and their level required for this unit.

Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including hand signals, whistles and two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Operate crane including all functions to their maximum extension in the loading and unloading of loads to the safe working rated capacity of the crane, in conjunction with other associated personnel
• Use of lifting equipment and basic slinging techniques suitable for the loads to be loaded/unloaded as defined by workplace procedures
• Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the vehicle loading crane (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions and vehicle tipping)
• Use and interpret crane manufacturer’s specifications and data, including load charts to enable the vehicle loading crane to be configured for the load
• Verify problems and equipment faults and demonstrate appropriate response procedures

### Required knowledge:

- Appropriate mathematical procedures for estimation of loads
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to operate the crane
- Awareness of the boom/jib movements and particularly the safe positioning of the operator for any lift
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Use of lifting equipment and basic slinging techniques suitable for the loads to be loaded/unloaded as defined by workplace procedures
- Understanding of the hierarchy of hazard identification and control
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Typical routine problems encountered in the process and with equipment and adjustments required for correction
- Crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
## RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

### Hazards

May include but not limited to:
- ground stability (e.g. ground condition, recently filled trenches, slopes)
- overhead hazards (e.g. powerlines, service pipes)
- traffic (e.g. pedestrians, vehicles, other plant)
- Insufficient lighting
- environmental conditions (e.g. wind, lightning, storms, etc.)
- positioning of crane operator
- other specific hazards (e.g. dangerous materials)

### Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls.

It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:
1. elimination
2. substitution
3. isolation
4. engineering control measures
5. using safe work practices
6. personal protective equipment

### Appropriate standards

May include but not limited to:
- codes of practice
- legislation
- Australian standards especially AS2550.1 – 2002 (6.5)
- manufacturer’s specifications
- industry standards

### Associated personnel

May include but not limited to:
- doggers
- riggers

### Lifting equipment

May include but not be limited to:
- chain slings
- wire and synthetic slings
- shackles
- eyebolts
<table>
<thead>
<tr>
<th>Crane</th>
<th>A crane with a capacity of 10 metre tonnes and above mounted on a vehicle for the principle purpose of loading and unloading such a vehicle</th>
</tr>
</thead>
</table>
| Appropriate | May include but not limited to:  
  - crane capabilities  
  - environmental conditions (e.g. wind, lightning, storms, etc.) |
| Communication method | May include but not limited to:  
  - verbal and non-verbal language  
  - written instructions  
  - signage  
  - hand signals  
  - listening  
  - questioning to confirm understanding  
  - appropriate worksite protocol |
| Signage and labels | May include but not limited to:  
  - crane data plates/labels  
  - load charts  
  - crane decals  
  - control labels |
| Procedures | May include but not limited to:  
  - manufacturer’s guidelines (instructions, specifications or checklists)  
  - industry operating procedures  
  - workplace procedures (work instructions, operating procedures, checklists) |
| Controls | May include but not limited to:  
  - luffing levers  
  - knuckling levers  
  - hoisting and lowering levers  
  - slewing levers including brake  
  - boom extension levers (where fitted) |
| Service logbook | May include but not limited to:  
  - any logbook  
  - service book  
  - history record system where the service and maintenance history is kept |
<table>
<thead>
<tr>
<th>Crane safety devices</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• horns/sirens</td>
</tr>
<tr>
<td></td>
<td>• audible and visual warning devices</td>
</tr>
<tr>
<td></td>
<td>• lights</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication equipment</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• fixed frequency two-way radios</td>
</tr>
<tr>
<td></td>
<td>• whistles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ground suitability</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• rough uneven ground</td>
</tr>
<tr>
<td></td>
<td>• backfilled ground</td>
</tr>
<tr>
<td></td>
<td>• soft soils</td>
</tr>
<tr>
<td></td>
<td>• hard compacted soil</td>
</tr>
<tr>
<td></td>
<td>• rock</td>
</tr>
<tr>
<td></td>
<td>• bitumen</td>
</tr>
<tr>
<td></td>
<td>• concrete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stability</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• deploying outriggers</td>
</tr>
<tr>
<td></td>
<td>• establishing correct size plates or packing</td>
</tr>
<tr>
<td></td>
<td>• correctly positioning plates or packing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>• insulated powerlines</td>
</tr>
<tr>
<td></td>
<td>• safety observer used inside exclusion zone</td>
</tr>
<tr>
<td></td>
<td>• disconnected power</td>
</tr>
<tr>
<td></td>
<td>• traffic barricades and controls</td>
</tr>
<tr>
<td></td>
<td>• pedestrian controls</td>
</tr>
<tr>
<td></td>
<td>• trench covers</td>
</tr>
<tr>
<td></td>
<td>• movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>• personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>• adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Load destination</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground</td>
</tr>
<tr>
<td></td>
<td>• vehicles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Defined techniques</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• fixed lifting points</td>
</tr>
<tr>
<td></td>
<td>• basic reeved slings</td>
</tr>
</tbody>
</table>
### Test lift

The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:

- near capacity loads do not overload the crane
- loads of unusual shape or weight distribution are correctly slung
- load measuring equipment can be used to verify the calculated weight of the load
- all equipment is functioning properly
- adjustments to the slinging can be made in a safe manner

### Relevant crane movements

May include but not limited to:

- luffing
- slewing
- knuckling
- telescoping
- raise and lower hoist

### Communication signals

May include but not limited to:

- stop – hand
- stop – whistle
- hoist up – hand
- hoist up – whistle
- hoist down – hand
- hoist down – whistle
- luff boom down – hand
- luff boom down – whistle
- luff boom up – hand
- luff boom up – whistle
- telescope out – hand
- telescope out – whistle
- telescope in – hand
- telescope in – whistle

### Unplanned and/or unsafe situations

May include but not limited to:

- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)
### Shut down
May include but not limited to:
- retracting boom/jib (where applicable)
- retracting hoist rope and hook block
- folding boom/jib into the transport position
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)
- locking and securing cabin (where applicable)
- securing crane for travel

### EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

#### Overview of assessment
- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

#### Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to operate the vehicle loading crane.
- Risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the vehicle loading crane (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, wind, pedestrians and tipping).
- Set up, position stabilise and operate a vehicle loading crane including all functions to their maximum extension in the loading and unloading of loads to the safe working rated capacity.
- Move loads from the vehicle to the ground and/or ground to the vehicle as described in the endorsed assessment tool.
- Appropriate mathematical procedures for estimation of loads.
- Use of lifting equipment and basic slinging techniques suitable for the loads to be
| Context of and specific resources for assessment | loaded/unloaded as defined in the workplace procedures.  
• Awareness of the boom/jib movements and particularly the safe positioning of the operator for any lift. |
|---|---|
| **Context of and specific resources for assessment** | • Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.  
• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
• Assessment is to comply with appropriate standard requirements.  
• Applicants must have access to:  
  o Personal Protective Equipment (PPE) for the purpose of the Performance Assessment  
  o appropriate vehicle loading crane (10 metre tonne or more) and associated equipment in safe condition  
  o appropriate lifting gear in safe condition  
  o Suitable loads as specified by the endorsed Assessment Instrument  
  o communication equipment (e.g. two-way radios, whistles, etc.)  
  o other associated personnel to sling and direct the loads. |
| **Method of assessment** | • Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
• The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable.**  
• Assessment may be in conjunction with the assessment of other units of competency.  
• Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge. |
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

| **Guidance information for assessment** | - Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators. |

© Commonwealth of Australia 2009  
TLI07 Transport and Logistics Training Package (Version 2.0)  
To be reviewed June 2010
### TLILIC208A Licence to operate an order picking forklift truck

#### Unit Descriptor
This unit specifies the outcomes required to operate a powered industrial truck of a type where the operator’s control arrangement is incorporated with the load carriage/lifting media, and elevates with it, for licensing purposes.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
This unit requires the operator to be able plan the work, conduct routine checks, shift loads and shut down and secure forklift.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

#### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Elements describe the essential outcomes of a unit of competency</strong></td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
<tr>
<td><strong>1. Plan work</strong></td>
<td>1.1 Potential workplace <em>hazards</em> are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 <em>Hazard control measures</em> are identified consistent with <em>appropriate standards</em> to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td></td>
<td>1.3 <em>Safety equipment</em> is identified for workplace conditions</td>
</tr>
<tr>
<td></td>
<td>1.4 <em>Forklift</em> is appropriate to the load and workplace conditions</td>
</tr>
<tr>
<td></td>
<td>1.5 Appropriate paths for movement of loads are determined for the workplace conditions</td>
</tr>
<tr>
<td></td>
<td>1.6 Appropriate <em>communication methods</em> are identified according to <em>procedures</em></td>
</tr>
<tr>
<td><strong>2. Conduct routine checks</strong></td>
<td>2.1 <em>Forklift</em> is visually checked for any damage or defects</td>
</tr>
<tr>
<td></td>
<td>2.2 All <em>signage and labels</em> are visible and legible according to the <em>appropriate standard</em></td>
</tr>
<tr>
<td></td>
<td>2.3 All controls are located and identified</td>
</tr>
<tr>
<td></td>
<td>2.4 <em>Pre-start operational checks</em> are carried out according to <em>procedures</em></td>
</tr>
</tbody>
</table>
2.5 Forklift is started according to procedures and checked for any abnormal noises

2.6 Post-start operational checks are carried out according to procedures

2.7 All forklift safety devices are tested according to procedures

2.8 All defects and damage are reported and recorded according to procedures, and appropriate action is taken

3. Shift load

3.1 Appropriate hazard prevention/control measures are implemented and communicated with personnel in the work area

3.2 The weight of load is assessed to ensure compliance with forklift data plate

3.3 Forklift is operated at a safe speed and according to procedures

3.4 Work is conducted safely at heights including safe and efficient use of safety equipment. (where applicable)

3.5 Materials are placed on the pallet to ensure safety and stability and avoidance of hazards

3.6 Load movement is monitored constantly ensuring safety to personnel and load, and forklift stability

3.7 Unplanned and/or unsafe situations are responded to in line with procedures

4. Shut down and secure forklift

4.1 Forklift is parked to avoid hazards

4.2 Forklift is shut down according to procedures

4.3 Routine post-operational forklift checks are carried out according to procedures

4.4 Forklift is secured to prevent unauthorised access/use

4.5 All defects and damage are reported and recorded according to procedures, and appropriate action is taken

REQUIRED SKILLS AND KNOWLEDGE
This describes the essential skills and knowledge and their level required for this unit.

Required skills:

• Effectively operate an order picking forklift truck including all functions to the maximum height and load capacity

• Use hazard identification skills, including identifying those associated with the operation of the order picking forklift truck risk assessment and putting into place effective hazard prevention/control measures for those hazards
• Use interpersonal communication skills at a level sufficient to communicate with other site personnel (e.g. receive and interpret work instructions, safety information, emergency procedures)

• Interpret and accurately record information relating to conducting order picking forklift truck operations (e.g. operating instructions, procedures and service logbook)

• Use problem solving skills to verify problems and equipment faults and demonstrate appropriate response procedures

• Use interpersonal communication skills at a level sufficient to communicate with other site personnel (e.g. receive and interpret work instructions, safety information, emergency procedures)

**Required knowledge:**

• Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the order picking forklift truck

• Rated capacity and working load limits identification

• Estimation or determination of load weight from labels, markings or load paperwork

• Order picking forklift truck capabilities, limitations and gear

• Order picking forklift truck operations and operating techniques

• Organisational and workplace standards, requirements, policies and procedures for conducting operations for the order picking forklift truck

• Procedures for the recording, reporting and maintenance of workplace records and information

• Typical routine problems encountered in the process and with equipment and adjustments required for correction

**RANGE STATEMENT**

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.*

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ground conditions (e.g. condition of surface, slopes)</td>
</tr>
<tr>
<td></td>
<td>overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>environmental conditions (e.g. wind, lightning, rain)</td>
</tr>
<tr>
<td></td>
<td>order picking forklift instability (e.g. overloading, poor load placement, irregular loads)</td>
</tr>
<tr>
<td></td>
<td>other specific hazards (e.g. falling from platform, dangerous materials)</td>
</tr>
</tbody>
</table>
| Hazard control measures | Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:  
1. elimination  
2. substitution  
3. isolation  
4. engineering control measures  
5. using safe work practices  
6. personal protective equipment |
|---|---|
| Appropriate standards | Appropriate standards may include:  
• codes of practice  
• legislation  
• Australian standards  
• manufacturer’s specifications |
| Forklift | Powered industrial truck of a type where the operator’s control arrangement is incorporated with the load carriage/lifting media, and elevates with it |
| Communication method | May include but not limited to:  
• verbal and non-verbal language  
• written instructions  
• signage  
• hand signals  
• listening  
• questioning to confirm understanding, and appropriate worksite protocol |
| Procedures | May include but not limited to:  
• manufacturer’s guidelines (instructions, specifications or checklists)  
• industry operating procedures  
• workplace procedures (work instructions, operating procedures, checklists) |
| Signage and labels | May include but not limited to:  
• forklift data plates/labels  
• forklift warning decals  
• control labels |
### Pre-start up checks

May include, but are not limited to ensuring that:

- safety equipment checks
- safety devices/alarms are fitted and operational
- order picking forklift data plate is fitted and interpreted
- logbook, handbook or operating manuals are available
- fluid checks
- battery charge checks
- evidence of damage, leaks, visual evidence of structural weaknesses (including paint separation or stressed welds) is sought through an external visual check
- approved modifications and/or attachments are fitted to manufacturer’s specifications (e.g. as per order picking forklift data plate)
- checks for adaptations or modifications outside manufacturer’s specifications (e.g. not listed on the order picking forklift data plate) are made
- records are updated as required

### Post-start operational checks

May include checks of the order picking forklift truck and equipment to ensure:

- hazard warning systems (for example lights and horns) are functional
- control functions are smooth and comply with operating requirements
- start-up is to procedures

### Safety devices

May include but not limited to:

- safety gates and interlocks
- reversing beepers
- flashing lights
- emergency descent device (hydraulic)
- deadman switch
**Hazard prevention/control measures**

May include:
- safety tags on electrical switches/isolators
- insulated powerlines
- safety observer used inside exclusion zone
- disconnected power
- traffic barricades and control
- pedestrian barricades
- bridging plates
- movement of obstructions
- personal protective equipment
- adequate illumination

**Safety equipment**

May include but not limited to:
- harnesses
- lanyard
- appropriate attachment point

**Unplanned and/or unsafe situations**

May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
  - failure of equipment (e.g. hydraulic system)
  - environmental conditions (e.g. wind, lightning, storms, etc.)

**Shut down**

May include, but is not limited to:
- forks are lowered to the ground
- brakes and motion locks are applied (where applicable)
- motor power is turned off
- order picking forklift is secured against unauthorized movement
- ignition key is removed (if applicable)
- batteries are connected to the charger (if applicable)

---

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

**Overview of assessment**

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which
have been endorsed by the national body responsible for OH&S matters.

| Critical aspects for assessment and evidence required to demonstrate competency in this unit | Compliance with OH&S licensing legislation.  
|                                                                                       | Effectively communicate and work safely with others in the work area.  
|                                                                                       | Identify hazards associated with the operation of the order picking forklift truck and put in place effective hazard prevention/controls for those hazards.  
|                                                                                       | Effectively conduct pre-start, post-start operational checks and shut down checks of the order picking forklift truck.  
|                                                                                       | Effectively operate the forklift, pick and place loads safely at various heights, including driving and manoeuvring and placing loads in a safe manner. |

| Context of and specific resources for assessment | Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
|                                                | Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace.  
|                                                | Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
|                                                | Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
|                                                | Assessment is to comply with relevant appropriate standard requirements.  
|                                                | Applicants must have access to:  
|                                                | o Personal Protective Equipment (PPE) for the purpose of the Performance Assessment.  
|                                                | o safety equipment in safe condition as appropriate  
|                                                | o associated equipment appropriate to order picking forklift truck operations  
|                                                | o suitable loads as described by the endorsed Assessment Instrument  
|                                                | o appropriate forklift in a safe condition. |
**Method of assessment**

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

**Guidance information for assessment**

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
**Unit Descriptor**
This unit specifies the outcomes required to operate a bridge and gantry crane. It does not cover the types that are controlled from a location remote to a permanent cabin/control station on the crane and that have three or less powered operations, that is hoist/raise and lower is one operation, for licensing purposes.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
This unit requires the operator to plan the work, conduct routine checks, transfer loads, and shut down and secure crane.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

---

**ELEMENT**

<table>
<thead>
<tr>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Plan work</td>
<td>1.1 Potential hazards are identified in the workplace</td>
</tr>
<tr>
<td></td>
<td>1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment</td>
</tr>
<tr>
<td></td>
<td>1.3 Weight (mass) of the load is estimated in consultation with associated personnel</td>
</tr>
<tr>
<td></td>
<td>1.4 Appropriate paths for the movement of loads in the work area are determined</td>
</tr>
<tr>
<td></td>
<td>1.5 Crane is appropriate to the load/s</td>
</tr>
<tr>
<td></td>
<td>1.6 Appropriate communication methods are identified with associated personnel</td>
</tr>
<tr>
<td>2. Conduct routine checks</td>
<td>2.1 Appropriate hazard prevention/control measures are applied to the work area according to procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Crane is accessed in a safe manner</td>
</tr>
<tr>
<td></td>
<td>2.3 Crane is visually checked for any damage or defects</td>
</tr>
<tr>
<td></td>
<td>2.4 All signage and labels are visible and legible according to the appropriate standard</td>
</tr>
</tbody>
</table>
2.5 Routine pre-operational crane checks are carried out according to *procedures*
2.6 All *controls* are located and identified
2.7 Crane *service logbook* is checked for compliance
2.8 Crane *is started according to procedures* and checked for any abnormal noises
2.9 Crane *safety devices* are tested according to *procedures*
2.10 Post-start operational checks are carried out according to *procedures*
2.11 All *communication equipment* is checked for serviceability
2.12 All damage and defects are reported and recorded according to *procedures*, and appropriate action is taken

| 3. Transfer loads | 3.1 Hoist block is positioned over load following directions from *associated personnel*
| | 3.2 *Test lift* is carried out according to *procedures*.
| | 3.3 Loads are transferred using all *relevant crane movements* according to *procedures* and the *appropriate standard*
| | 3.4 All required *communication signals* are interpreted correctly according to *procedures* and the *appropriate standard*
| | 3.5 Crane *is operated according to procedures*.
| | 3.6 Load movements are monitored constantly ensuring safety to personnel and load, and structural stability
| | 3.7 *Unplanned and/or unsafe situations* are responded to in line with *procedures*.

| 4. Shut down and secure crane | 4.1 Crane *is parked according to procedures*.
| | 4.2 Crane and equipment are stowed and secured according to *procedures* and the *appropriate standard*.
| | 4.3 All relevant motion locks and brakes are applied (where applicable)
| | 4.4 Crane is *shut down* according to *procedures*.
| | 4.5 Routine post-operational crane checks are carried out according to *procedures*.
| | 4.6 *Hazard prevention/control measures* are removed (where applicable)
| | 4.7 All damage and defects are reported and recorded according to *procedures*, and appropriate action is taken.
# REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

## Required skills:

- Accurately record and maintain information relating to bridge and gantry crane operations
- Use communication techniques in the workplace including hand signals, whistles and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Operate a bridge and gantry crane including all functions to their maximum for the lifting and moving of loads to the maximum rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, vehicles and clear access whilst travelling)
- Use and interpret crane manufacturer’s specifications and data, including maximum load to ensure the crane is not overloaded
- Verify problems and equipment faults and demonstrate appropriate response procedures

## Required knowledge:

- Appropriate mathematical procedures for estimation of loads
- Bridge and gantry crane characteristics
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Emergency procedures including escape routes
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction
### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition or slopes for load placement)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, plant)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</td>
</tr>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice</td>
</tr>
<tr>
<td></td>
<td>• legislation</td>
</tr>
<tr>
<td></td>
<td>• Australian standards</td>
</tr>
<tr>
<td></td>
<td>• manufacturer’s specifications</td>
</tr>
<tr>
<td></td>
<td>• industry standards (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• riggers</td>
</tr>
<tr>
<td></td>
<td>• doggers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crane</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• bridge crane, a bridge beam mounted at each end to an end carriage, capable of travelling along elevated runways and having one or more hoisting mechanisms arranged to traverse across the bridge</td>
</tr>
</tbody>
</table>
- gantry crane, a bridge beam, supported at each end by legs mounted on end carriages, capable of travelling on supported surfaces or deck levels, whether fixed or not and which has a crab with one or more hoisting units arranged to travel across the bridge

**Bridge and gantry:**
- excluded are cranes of the type that are controlled from a location remote to a permanent cabin/control station on the crane and that have three or less powered operations, that is hoist raise and lower is one operation

<table>
<thead>
<tr>
<th>Communication method</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• verbal and non-verbal language</td>
</tr>
<tr>
<td></td>
<td>• written instructions</td>
</tr>
<tr>
<td></td>
<td>• signage</td>
</tr>
<tr>
<td></td>
<td>• hand signals</td>
</tr>
<tr>
<td></td>
<td>• listening</td>
</tr>
<tr>
<td></td>
<td>• questioning to confirm</td>
</tr>
<tr>
<td></td>
<td>understanding</td>
</tr>
<tr>
<td></td>
<td>• appropriate worksite protocol</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signage and labels</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• crane data plates/labels</td>
</tr>
<tr>
<td></td>
<td>• load charts</td>
</tr>
<tr>
<td></td>
<td>• crane decals</td>
</tr>
<tr>
<td></td>
<td>• control labels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• manufacturer’s guidelines</td>
</tr>
<tr>
<td></td>
<td>(instructions, specifications</td>
</tr>
<tr>
<td></td>
<td>or checklists)</td>
</tr>
<tr>
<td></td>
<td>• industry operating procedures</td>
</tr>
<tr>
<td></td>
<td>• workplace procedures (work</td>
</tr>
<tr>
<td></td>
<td>instructions, operating</td>
</tr>
<tr>
<td></td>
<td>procedures, checklists)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Controls</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• long travel levers</td>
</tr>
<tr>
<td></td>
<td>• cross travel levers</td>
</tr>
<tr>
<td></td>
<td>• hoisting and lowering levers</td>
</tr>
<tr>
<td></td>
<td>• rotating hook levers (where</td>
</tr>
<tr>
<td></td>
<td>applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service logbook</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• any logbook</td>
</tr>
<tr>
<td></td>
<td>• service book</td>
</tr>
<tr>
<td></td>
<td>• history record system where</td>
</tr>
<tr>
<td></td>
<td>the service and maintenance</td>
</tr>
<tr>
<td></td>
<td>history is kept</td>
</tr>
</tbody>
</table>
| **Safety devices** | May include but not limited to:  
|                   | • horns/sirens  
|                   | • audible and visual motion devices  
|                   | • operator restraint devices (where applicable)  
|                   | • lights  

| **Communication equipment** | May include but not limited to:  
|                            | • two-way radios  
|                            | • whistles  
|                            | • bells  
|                            | • buzzers  

| **Hazard prevention/control measures** | May include but not limited to:  
|                                     | • safety tags on electrical switches/isolators  
|                                     | • insulated powerlines  
|                                     | • safety observer used inside exclusion zone  
|                                     | • disconnected power  
|                                     | • traffic barricades and controls  
|                                     | • pedestrian controls  
|                                     | • movement of obstructions  
|                                     | • personal protective equipment  
|                                     | • adequate illumination  

| **Test lift means** | The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:  
|                    | • near capacity loads do not overload the crane  
|                    | • loads of unusual shape or weight distribution are correctly slung  
|                    | • load measuring equipment can be used to verify the calculated weight of the load  
|                    | • all crane equipment is functioning properly  
|                    | • adjustments to the slinging can be made in a safe manner  

| **Relevant crane movements** | May include but not limited to:  
|                             | • hoisting (raise and lower)  
|                             | • traversing (moving hoisting mechanisms along bridge)  
|                             | • travelling (at minimum speed, gentle acceleration and braking, to minimise load swing)  

### Communication signals

May include but not limited to:
- stop – hand
- stop – whistle
- hoist up – hand
- hoist up – whistle
- hoist down – hand
- hoist down – whistle
- traverse – hand
- travel – hand
- creep – hand

### Unplanned and/or unsafe situations

May include but not limited to:
- failure/loss of control (e.g. brakes and steering)
- failure of equipment (e.g. hydraulic system)
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Shut down

May include but not limited to:
- retracting hoist rope and hook block
- travelling crane to park position
- removing key from control panel (where applicable)
- locking and securing cabin (where applicable)
- isolating power to crane

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

### Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, other vehicles and clear access whilst
<table>
<thead>
<tr>
<th>Context of and specific resources for assessment</th>
<th>Method of assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.</td>
<td>• Assessment must be conducted using the endorsed Assessment Instrument. These Instruments provide advice on their application.</td>
</tr>
<tr>
<td>• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.</td>
<td>• The use of ‘simulators’ in the assessment of this unit of competency is not acceptable.</td>
</tr>
<tr>
<td>• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.</td>
<td>• Assessment may be in conjunction with the assessment of other units of competency.</td>
</tr>
<tr>
<td>• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.</td>
<td></td>
</tr>
<tr>
<td>• Assessment is to comply with relevant appropriate standard requirements.</td>
<td></td>
</tr>
<tr>
<td>• Applicants must have access to:</td>
<td></td>
</tr>
<tr>
<td>o Personal Protective Equipment (PPE) for the purpose of the Performance Assessment</td>
<td></td>
</tr>
<tr>
<td>o appropriate bridge and gantry crane and associated equipment in safe condition</td>
<td></td>
</tr>
<tr>
<td>o suitable loads as specified by the endorsed Assessment Instrument</td>
<td></td>
</tr>
<tr>
<td>o communication equipment (e.g. two-way radios, whistles etc.</td>
<td></td>
</tr>
<tr>
<td>o other associated personnel to sling and direct the loads.</td>
<td></td>
</tr>
</tbody>
</table>

- Conduct of pre- and post-operational checks of the bridge and gantry crane.
- Operation of a bridge and gantry crane including all functions to their maximum capacity in the lifting and moving of loads to the maximum rated capacity in conjunction with other associated personnel.
- Appropriate mathematical procedures for estimation of loads.
• Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
• Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

| Guidance information for assessment | • Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators. |
**TLILIC408A**  |  Licence to operate a derrick crane  
---|---
**Unit Descriptor**  |  This unit specifies the outcomes required to operate a slewing strut-boom crane with its boom pivoted at the base of a mast which is either guyed (guy-derrick) or held by backstays (stiff-legged derrick) and which is capable of luffing under load for licensing purposes.

**Employability Skills**  |  This unit contains employability skills.

**Application of the Unit**  |  This unit requires the operator to plan the work, conduct routine checks, transfer loads, and shut down and secure the derrick crane.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

**ELEMENT**  |  **PERFORMANCE CRITERIA**

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</th>
</tr>
</thead>
</table>
| 1. Plan work | 1. Potential workplace **hazards** are identified  
1.2 **Hazard control measures** are identified consistent with **appropriate standards** to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with **associated personnel**  
1.4 **Crane** is **appropriate** to the load/s and workplace conditions  
1.5 The appropriate path for the movement of loads in the work area is determined and inspected  
1.6 Appropriate **communication methods** are identified with **associated personnel** |
| 2. Conduct routine checks | 2.1 **Ground stability** is checked  
2.2 **Crane** is visually checked for any damage or defects  
2.3 All **signage and labels** are visible and legible according to the **appropriate standard**  
2.4 Appropriate **crane configuration** for work task is determined according to **procedures** (where applicable)  
2.5 Routine pre-operational crane checks are carried out according to **procedures** |
### 2. Transfer operation

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.6</td>
<td>All controls are located and identified</td>
</tr>
<tr>
<td>2.7</td>
<td>Crane service logbook is checked for compliance</td>
</tr>
<tr>
<td>2.8</td>
<td>Crane is start according to procedures and checked for any abnormal noises</td>
</tr>
<tr>
<td>2.9</td>
<td>All crane safety devices are tested according to procedures</td>
</tr>
<tr>
<td>2.10</td>
<td>Post-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.11</td>
<td>All communication equipment is checked for serviceability</td>
</tr>
<tr>
<td>2.12</td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

### 3. Transfer load

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Lifts are determined within the capacity of the crane</td>
</tr>
<tr>
<td>3.2</td>
<td>Appropriate hazard prevention/control measures are applied to the work area according to procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Boom/jib and hoist block is positioned over load following directions from associated personnel</td>
</tr>
<tr>
<td>3.4</td>
<td>Test lift is carried out according to procedures</td>
</tr>
<tr>
<td>3.5</td>
<td>Loads are transferred using all relevant crane movements according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>3.6</td>
<td>All required communication signals are interpreted correctly according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>3.7</td>
<td>Crane is operated according to procedures.</td>
</tr>
<tr>
<td>3.8</td>
<td>Load movement is monitored constantly ensuring safety to personnel and load, and structural stability</td>
</tr>
<tr>
<td>3.9</td>
<td>Unplanned and/or unsafe situations are responded to in line with procedures</td>
</tr>
</tbody>
</table>

### 4. Shut down and secure crane

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td>4.2</td>
<td>Crane equipment is stowed and secured where appropriate according to procedures and the appropriate standard</td>
</tr>
<tr>
<td>4.3</td>
<td>Crane is shut down according to procedures</td>
</tr>
<tr>
<td>4.4</td>
<td>Routine post-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td>4.5</td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>
### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

#### Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Operate a derrick crane for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables and other personnel or vehicles)
- Use and interpret crane manufacturer’s specifications and data, or engineers specifications, assessments or designs, including load charts, or load limits at various radii, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

#### Required knowledge:

- Appropriate mathematical procedures for estimation of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Derrick crane characteristics and capabilities to allow for the operation of the crane to suit the range of loads
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Derrick crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction
<table>
<thead>
<tr>
<th>RANGE STATEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.</strong></td>
</tr>
</tbody>
</table>

**Hazards**

- ground stability (e.g. ground condition or slopes for load placement)
- overhead hazards (e.g. powerlines, service pipes)
- insufficient lighting
- traffic (e.g. pedestrians, vehicles, plant)
- environmental conditions (e.g. wind, lightning, storms)
- other specific hazards (e.g. dangerous materials)

**Hazard control measures**

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:

1. elimination
2. substitution
3. isolation
4. engineering control measures
5. using safe work practices
6. personal protective equipment

**Appropriate standards**

- codes of practice
- legislation
- Australian standards
- manufacturer’s instructions
- industry standards (where applicable)

**Associated personnel**

- riggers
- doggers

**Crane**

Includes derrick cranes comprising a strut-boom crane with its boom pivoted at the base of a mast which is either guyed (guy-derrick) or held by backstays (stiff-leg derrick) and which is capable of luffing under load

**Appropriate**

- crane capabilities
- environmental conditions (e.g. wind, lightning, storms etc.)
| **Communication method** | May include but not limited to:  
| | • verbal and non-verbal language  
| | • written instructions  
| | • signage  
| | • hand signals  
| | • listening  
| | • questioning to confirm understanding  
| | • appropriate worksite protocol |
| **Ground stability** | May include but not limited to:  
| | • environmental conditions (e.g. wind, lightning, storms, etc.) |
| **Signage and labels** | May include but not limited to:  
| | • crane data plates/labels  
| | • load charts  
| | • crane decals  
| | • control labels |
| **Crane configuration** | May include but not be limited to:  
| | • boom/jib  
| | • backstays and counterweights  
| | • guys |
| **Procedures** | May include but not limited to:  
| | • manufacturer’s guidelines (instructions, specifications or checklists)  
| | • industry operating procedures  
| | • workplace procedures (work instructions, operating procedures, checklists) |
| **Controls** | May include but not limited to:  
| | • luffing levers  
| | • hoisting and lowering levers  
| | • slewing levers including brake |
| **Service logbook** | May include but not limited to:  
| | • any logbook  
| | • service book  
<p>| | • history record system where the service and maintenance history is kept |</p>
<table>
<thead>
<tr>
<th>Crane safety devices</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• audible and visual warning devices</td>
<td></td>
</tr>
<tr>
<td>• lights</td>
<td></td>
</tr>
<tr>
<td>• function limits</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication equipment</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• two-way radios</td>
<td></td>
</tr>
<tr>
<td>• whistles</td>
<td></td>
</tr>
<tr>
<td>• bells</td>
<td></td>
</tr>
<tr>
<td>• buzzers</td>
<td></td>
</tr>
<tr>
<td>NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• safety tags on electrical switches/isolators</td>
<td></td>
</tr>
<tr>
<td>• insulated powerlines</td>
<td></td>
</tr>
<tr>
<td>• safety observer used inside exclusion zone</td>
<td></td>
</tr>
<tr>
<td>• disconnected power</td>
<td></td>
</tr>
<tr>
<td>• traffic barricades and control/s</td>
<td></td>
</tr>
<tr>
<td>• pedestrian controls</td>
<td></td>
</tr>
<tr>
<td>• trench covers</td>
<td></td>
</tr>
<tr>
<td>• movement of obstructions</td>
<td></td>
</tr>
<tr>
<td>• personal protective equipment</td>
<td></td>
</tr>
<tr>
<td>• adequate illumination</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test lift means</th>
<th>The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• near capacity loads do not overload the crane</td>
<td></td>
</tr>
<tr>
<td>• loads of unusual shape or weight distribution are correctly slung</td>
<td></td>
</tr>
<tr>
<td>• load measuring equipment can be used to verify the calculated weight of the load</td>
<td></td>
</tr>
<tr>
<td>• all crane equipment is functioning properly</td>
<td></td>
</tr>
<tr>
<td>• adjustments to the slinging can be made in a safe manner</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relevant crane movements</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• luffing</td>
<td></td>
</tr>
<tr>
<td>• slewing</td>
<td></td>
</tr>
<tr>
<td>• hoisting and lowering loads</td>
<td></td>
</tr>
<tr>
<td><strong>Communication signals</strong></td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td>--------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td></td>
<td>• stop – hand</td>
</tr>
<tr>
<td></td>
<td>• stop – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist up – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist up – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist down – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew left – hand</td>
</tr>
<tr>
<td></td>
<td>• slew left – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew right – hand</td>
</tr>
<tr>
<td></td>
<td>• slew right – whistle</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Unplanned and/or unsafe situations</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• failure/loss of control (e.g. slew brakes, hoist drum)</td>
</tr>
<tr>
<td></td>
<td>• failure of equipment (e.g. hydraulic system)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Shut down</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• raising boom/jib to clear buildings and structures (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• retracting hoist rope and hook block</td>
</tr>
<tr>
<td></td>
<td>• idling engine to stabilise temperature (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• turning off engine (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• isolating power supply to crane</td>
</tr>
<tr>
<td></td>
<td>• removing key (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• locking and securing cabin (where applicable)</td>
</tr>
</tbody>
</table>

**EVIDENCE GUIDE**

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.*

**Overview of assessment**

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.
### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Operation of a derrick crane for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel.
- Appropriate mathematical procedures for the estimation of loads.

### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment.
  - Appropriate derrick crane and associated equipment in safe condition specified by the endorsed Assessment Instrument.
  - Suitable loads as specified by the endorsed Assessment Instrument.
  - Communication equipment (e.g. two-way radios, whistles, etc.).
  - Other associated personnel to sling and direct the loads.

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of ‘simulators’ in the assessment of this
<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>• Further information about endorsed Assessment Instruments may be obtained from state/territory OH&amp;S regulators.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>unit of competency is <strong>not acceptable</strong>.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Assessment may be in conjunction with the assessment of other units of competency.</td>
</tr>
<tr>
<td></td>
<td>• Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.</td>
</tr>
<tr>
<td></td>
<td>• Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.</td>
</tr>
</tbody>
</table>
### TLILIC508A
**Licence to operate a boom-type elevating work platform (boom length 11 metres or more)**

### Unit Descriptor
This unit specifies the outcomes required to operate a boom-type elevating work platform (boom length 11 metres or more) for licensing purposes, and involves the operation of a telescoping device, hinged device, or articulated device or any combination of these used to support a platform on which personnel, equipment and materials may be elevated to perform work. The 11 metre boom length shall be taken to mean the greater of the following:

(a) The vertical distance from the floor of the platform to the surface supporting the elevating work platform with the platform at its maximum height; or

(b) The nominal reach, measured horizontally from the centre point of rotation to the outer edge of the platform in its most extended position.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
This unit requires the operator to plan the work, conduct routine checks, set up elevating work platform, operate elevating work platform and shut down and secure elevating work platform.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

### ELEMENT
**PERFORMANCE CRITERIA**

*Elements describe the essential outcomes of a unit of competency*

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work | 1. Potential workplace hazards are identified  
| | 1.2 *Hazard control measures* are identified consistent with *appropriate standards* to ensure the safety of personnel and equipment  
| | 1.3 *Elevating work platform* is appropriate for the task  
| | 1.4 Appropriate *communication methods* are identified  |
| 2. Conduct routine checks | 2.1 *Service logbook* for elevating work platform is checked for compliance  
<p>| | 2.2 <em>Elevating work platform</em> is visually checked for any defects or damage according to <em>procedures</em> |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3</td>
<td>Routine pre-operational checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.4</td>
<td><strong>Safety equipment</strong> is inspected according to procedures</td>
</tr>
<tr>
<td>2.5</td>
<td><strong>Elevating work platform</strong> is accessed in a safe manner</td>
</tr>
<tr>
<td>2.6</td>
<td>Fit <strong>safety equipment</strong> and secure to platform according to procedures</td>
</tr>
<tr>
<td>2.7</td>
<td>All controls are located and identified</td>
</tr>
<tr>
<td>2.8</td>
<td><strong>Elevating work platform</strong> is started according to procedures</td>
</tr>
<tr>
<td>2.9</td>
<td>All <strong>safety devices</strong> are identified and tested according to procedures</td>
</tr>
<tr>
<td>2.10</td>
<td>Post-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.11</td>
<td>All <strong>communication equipment</strong> is checked (where applicable)</td>
</tr>
<tr>
<td>2.12</td>
<td>All defects and damage are reported and recorded in according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.</th>
<th>Set up elevating work platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td><strong>Ground suitability</strong> is inspected and checked</td>
</tr>
<tr>
<td>3.2</td>
<td>Elevating work platform is driven to or located at work area according to procedures (where applicable)</td>
</tr>
<tr>
<td>3.3</td>
<td>Elevating work platform is positioned for work application and stability according to procedures</td>
</tr>
<tr>
<td>3.4</td>
<td>Appropriate <strong>hazard prevention/control measures</strong> are applied to the work area according to procedures</td>
</tr>
<tr>
<td>3.5</td>
<td>Work gear and tools are stowed and secured</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4.</th>
<th>Operate elevating work platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td><strong>Elevating work platform</strong> is operated using all relevant plant movements according to procedures and the appropriate standards</td>
</tr>
<tr>
<td>4.2</td>
<td><strong>Elevating work platform</strong> is mobiled using best mobile practice and appropriate procedures</td>
</tr>
<tr>
<td>4.3</td>
<td>Elevated working platform operations are monitored constantly ensuring safety of personnel and stability</td>
</tr>
<tr>
<td>4.4</td>
<td><strong>Unplanned and/or unsafe situations</strong> are responded to in line with procedures</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5</th>
<th>Shut down and secure elevating work platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td><strong>Elevating work platform</strong> is lowered and stowed according to procedures</td>
</tr>
<tr>
<td>5.2</td>
<td>All relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td>5.3</td>
<td><strong>Safety equipment</strong> is disconnected from platform</td>
</tr>
<tr>
<td>5.4</td>
<td>Egress from <strong>elevated work platform</strong> is conducted according to procedures</td>
</tr>
</tbody>
</table>
5.5 Outriggers/stabilisers are stowed and secured according to procedures (where applicable)
5.6 Plates or packing are stowed and secured (where applicable)
5.7 Elevating work platform is shut down according to procedures
5.8 Routine post-operational checks are carried out according to procedures
5.9 All defects and damage are reported and recorded according to procedures, and appropriate action is taken

**REQUIRED SKILLS AND KNOWLEDGE**

This describes the essential skills and knowledge and their level required for this unit.

**Required skills:**

- Accurately record and maintain information relating to elevating work platform operations
- Assess ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to extend and travel the elevating work platform
- Complete the positioning, stabilising, set up of elevating work platforms, including the use of outriggers/stabilisers and packing
- Operate mobile elevating work platform using best mobile practice
- Use communication skills at a level sufficient to communicate with other site personnel
- Operate and control an elevating work platform including all functions to their maximum extension within the safe working (rated) capacity
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the elevating work platform (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, wind, pedestrians and tipping)
- Use and interpret manufacturer’s specifications and data
- Identify problems and equipment faults and where practicable demonstrate appropriate response procedures

**Required knowledge:**

- Appropriate mathematical procedures for estimation of loads, to ensure that the elevating work platform is not overloaded
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for conducting elevating work platform operations
- Ability to read and comprehend manufacturer’s instructions, procedures and safety signs
- Understanding of elevating work platform operations and operating techniques
- Emergency procedures and safety equipment, including the use of safety harness, energy absorber, lanyard and anchor points
- Understanding of organisational and workplace standards, requirements, policies and procedures for conducting elevating work platform operations
- Understanding of the hierarchy of hazard identification and control
- Procedures for the recording, reporting and maintenance of workplace records and information, including the use of the service logbook
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording, if used in the Performance Criteria, is detailed below.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes, trees, buildings etc.)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, plant)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. tidal areas, chainsaws, pressure washers, dangerous materials)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control - the six-step preference of control measures to manage and control risk:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. elimination</td>
</tr>
<tr>
<td></td>
<td>2. substitution</td>
</tr>
<tr>
<td></td>
<td>3. isolation</td>
</tr>
<tr>
<td></td>
<td>4. engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5. using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6. personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice</td>
</tr>
<tr>
<td></td>
<td>• legislation</td>
</tr>
<tr>
<td></td>
<td>• Australian Standards</td>
</tr>
<tr>
<td></td>
<td>• manufacturer’s specifications</td>
</tr>
<tr>
<td></td>
<td>• industry standards (where applicable)</td>
</tr>
</tbody>
</table>
### Elevating work platform

The operation of a telescoping device, hinged device, or articulated device or any combination of these used to support a platform on which personnel, equipment and materials may be elevated to perform work. Excluded from this definition are platforms of less than 11 metres boom length.

The 11 metre boom length shall be taken to mean the greater of the following:

(a) The vertical distance from the floor of the platform to the surface supporting the elevating work platform with the platform at its maximum height; or

(b) The nominal reach, measured horizontally from the centre point of rotation to the outer edge of the platform in its most extended position.

### Communication method

May include but not limited to:

- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol

### Service logbook

May include but not limited to:

- any logbook
- service book
- history record system where the service and maintenance history is kept

### Procedures

May include but not limited to:

- manufacturer’s guidelines (instructions, specifications, operators manual or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

### Safety equipment

May include but not limited to:

- safety harness
- energy absorber
- lanyard
- anchor points
<table>
<thead>
<tr>
<th>Safety devices</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• horns/sirens</td>
</tr>
<tr>
<td></td>
<td>• audible and visual reversing devices</td>
</tr>
<tr>
<td></td>
<td>• operator restraint devices (platform gate)</td>
</tr>
<tr>
<td></td>
<td>• lights (where applicable)</td>
</tr>
<tr>
<td>Communication equipment</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• two-way radios</td>
</tr>
<tr>
<td></td>
<td>• mobile phone</td>
</tr>
<tr>
<td>Ground suitability</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• rough uneven ground</td>
</tr>
<tr>
<td></td>
<td>• backfilled ground</td>
</tr>
<tr>
<td></td>
<td>• soft soils</td>
</tr>
<tr>
<td></td>
<td>• hard compacted soil</td>
</tr>
<tr>
<td></td>
<td>• rock</td>
</tr>
<tr>
<td></td>
<td>• bitumen</td>
</tr>
<tr>
<td></td>
<td>• concrete</td>
</tr>
<tr>
<td>Stability</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• deploying outriggers</td>
</tr>
<tr>
<td></td>
<td>• establishing correct size plates or packing</td>
</tr>
<tr>
<td></td>
<td>• correctly positioning plates or packing</td>
</tr>
<tr>
<td>Hazard prevention/control measures</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td></td>
<td>• safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>• insulated powerlines</td>
</tr>
<tr>
<td></td>
<td>• safety observer used inside exclusion zone</td>
</tr>
<tr>
<td></td>
<td>• disconnected power</td>
</tr>
<tr>
<td></td>
<td>• traffic barricades and controls</td>
</tr>
<tr>
<td></td>
<td>• illumination requirements</td>
</tr>
<tr>
<td></td>
<td>• pedestrian controls</td>
</tr>
<tr>
<td></td>
<td>• trench covers</td>
</tr>
<tr>
<td></td>
<td>• movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>• personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>• suitable area for set-up</td>
</tr>
<tr>
<td></td>
<td>• suitable firm and stable standing</td>
</tr>
</tbody>
</table>
Relevant plant movements

May include but not limited to:
- raising boom
- lowering boom
- slewing
- hinging
- articulating
- telescoping

Best mobile practice

May include but not limited to:
- minimum speed
- gentle acceleration and braking
- minimum boom/jib length
- avoiding ground depressions

Unplanned and/or unsafe situations

May include but not be limited to:
- loss of power
- failure of controls
- contact with overhead electrical conductors
- damage caused by contact with obstructions
- illness of personnel

Shut down

May include but not limited to:
- retracting boom/jib (where applicable)
- folding boom/jib into the transport position
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Emergency procedures and safety equipment, including the use of safety harnesses, energy absorbers, lanyard and anchor points.
- Assessment of ground conditions to confirm that the
<table>
<thead>
<tr>
<th><strong>Context of and specific resources for assessment</strong></th>
<th><strong>Method of assessment</strong></th>
</tr>
</thead>
</table>
| • Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace.  
• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
• Assessment is to comply with relevant appropriate standard requirements.  
• Applicants must have access to:  
  o Personal Protective Equipment (PPE) for the purpose of the Performance Assessment  
  o appropriate safety equipment in safe condition  
  o appropriate elevated working platform and associated equipment in safe condition  
  o communication equipment (e.g. two-way radios, mobile phones etc.) where applicable. | • Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
• The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.  
• Assessment may be in conjunction with the assessment of other units of competency. |

- site is suitable (e.g. firm, level and safe) to extend and travel the elevating work platform.
- Risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the elevating work platform (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, wind, pedestrians and tipping).
- Appropriate procedures for estimation of loads, to ensure that the elevating work platform is not overloaded.
- Positioning and operation of the elevating work platform to ensure that the safest lift is performed.
<table>
<thead>
<tr>
<th>Guidance information for assessment</th>
<th>Further information about endorsed Assessment Instruments may be obtained from state/territory OH&amp;S regulators.</th>
</tr>
</thead>
</table>

- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.
<table>
<thead>
<tr>
<th>TLILIC608A</th>
<th>Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit Descriptor</strong></td>
<td>This unit specifies the outcomes required to operate a mobile crane of greater than 3 tonnes capacity that incorporates a boom or jib which includes articulated type mobile cranes and locomotive cranes, but does not include vehicle tow trucks, for licensing purposes.</td>
</tr>
<tr>
<td><strong>Employability Skills</strong></td>
<td>This unit contains employability skills.</td>
</tr>
<tr>
<td><strong>Application of the Unit</strong></td>
<td>This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads, and shut down and secure the crane. This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>ELEMENT</strong></th>
<th><strong>PERFORMANCE CRITERIA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
| 1. Plan work | 1.1 Potential workplace hazards are identified  
1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment  
1.3 The weight of the load is identified and estimated in consultation with associated personnel  
1.4 Crane is appropriate to the load/s and workplace conditions  
1.5 The appropriate path for the movement of loads in the work area is inspected and determined  
1.6 Appropriate communication methods are identified with associated personnel |
2. Conduct routine checks

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Crane is visually checked for any damage or defects</td>
</tr>
<tr>
<td>2.2</td>
<td>Crane is accessed in a safe manner</td>
</tr>
<tr>
<td>2.3</td>
<td>All signage and labels are visible and legible according to the appropriate standard</td>
</tr>
<tr>
<td>2.4</td>
<td>Routine pre-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.5</td>
<td>All controls are located and identified</td>
</tr>
<tr>
<td>2.6</td>
<td>Crane service logbook is checked for compliance</td>
</tr>
<tr>
<td>2.7</td>
<td>Crane is started according to procedures and checked for any abnormal noises</td>
</tr>
<tr>
<td>2.8</td>
<td>All crane safety devices are tested according to procedures</td>
</tr>
<tr>
<td>2.9</td>
<td>Pos-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.10</td>
<td>All communication equipment is checked for serviceability</td>
</tr>
<tr>
<td>2.11</td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

3. Set up crane

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Ground suitability is checked</td>
</tr>
<tr>
<td>3.2</td>
<td>Crane is driven to the work area according to procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Crane is positioned for work application and stability according to procedures</td>
</tr>
<tr>
<td>3.4</td>
<td>Appropriate crane configuration for work task is determined according to procedures (where applicable)</td>
</tr>
<tr>
<td>3.5</td>
<td>Boom/jib and counterweight configuration data is input into the crane computer (where applicable)</td>
</tr>
<tr>
<td>3.6</td>
<td>Appropriate hazard prevention/control measures are applied to the work area according to procedures</td>
</tr>
<tr>
<td>3.7</td>
<td>All communications equipment is tested for functionality</td>
</tr>
</tbody>
</table>

4. Transfer load

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Lifts are determined within the capacity of the crane</td>
</tr>
<tr>
<td>4.2</td>
<td>Boom/jib and hoist block is positioned over load following directions from associated personnel</td>
</tr>
<tr>
<td>4.3</td>
<td>Test lift is carried out according to procedures</td>
</tr>
<tr>
<td>4.4</td>
<td>Loads are transferred using all relevant crane movements according to procedures and the appropriate standard</td>
</tr>
</tbody>
</table>
4.5 All required communication signals are correctly interpreted according to procedures and the appropriate standard
4.6 Crane is operated according to procedures
4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability
4.8 Unplanned and/or unsafe situations are responded to in line with procedures

5. Mobile load
5.1 Suitability of planned route is checked for the crane according to procedures
5.2 Crane is configured to mobile load according to procedures
5.3 Load is moved using best mobile practice according to the appropriate standard

6 Shut down and secure crane
6.1 Crane boom/jib and equipment is stowed and secured, where appropriate, according to procedures and the appropriate standard
6.2 Relevant motion locks and brakes are applied (where applicable)
6.3 Outriggers/stabilisers are stowed and secured according to procedures (where applicable)
6.4 Crane is shut down according to procedures
6.5 Routine post-operational crane checks are carried out according to procedures
6.6 Plates or packing are stowed and secured (where applicable)
6.7 All damage and defects are recorded and reported according to procedures, and appropriate action is taken

REQUIRED SKILLS AND KNOWLEDGE
This describes the essential skills and knowledge and their level, required for this unit.

Required skills:
- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use communication skills at a level sufficient to communicate with other site personnel
- Assessment of ground conditions to confirm that the site is suitable (e.g. firm, level and safe) to operate crane
- Operate crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Mobile loads using best mobile practice
• Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites)
• Use and interpret crane manufacturer’s specifications and data, including load charts to enable the crane to be configured for the load
• Verify problems and equipment faults and demonstrate appropriate response procedures

**Required knowledge:**

• Appropriate mathematical procedures for estimation and measurement of loads
• Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
• Ability to read and comprehend manufacturer’s instructions, procedures and safety signs
• Understanding of crane characteristics and capabilities (including use of load charts) to allow the configuration of the crane to suit the range of loads
• Understanding of the hierarchy of hazard identification and control
• Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
• Procedures for the recording, reporting and maintenance of workplace records and information
• Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>
### Hazard control measures

Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:

1. elimination
2. substitution
3. isolation
4. engineering control measures
5. using safe work practices
6. personal protective equipment

### Appropriate standards

May include but not limited to:
- codes of practice
- legislation
- Australian standards
- manufacturer’s specifications
- industry standards (where applicable)

### Associated personnel

May include but not limited to:
- doggers
- riggers

### Appropriate

May include but not limited to:
- crane capabilities
- environmental conditions (e.g. wind, lightning, storms, etc.)

### Crane

May include:
- a crane (greater than 3 tonnes capacity) which meets the requirements of AS1418
- articulated type mobile cranes
- locomotive cranes
Does not include vehicle tow truck operations

### Communication method

May include but not limited to:
- verbal and non-verbal language
- written instructions
- signage
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol
<table>
<thead>
<tr>
<th><strong>Signage and labels</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• crane data plates/labels</td>
<td></td>
</tr>
<tr>
<td>• load charts</td>
<td></td>
</tr>
<tr>
<td>• crane decals</td>
<td></td>
</tr>
<tr>
<td>• control labels</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Procedures</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• manufacturer’s guidelines (instructions, specifications, operators manual or checklists)</td>
<td></td>
</tr>
<tr>
<td>• industry operating procedures</td>
<td></td>
</tr>
<tr>
<td>• workplace procedures (work instructions, operating procedures, checklists)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Controls</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• luffing levers</td>
<td></td>
</tr>
<tr>
<td>• hoisting and lowering levers</td>
<td></td>
</tr>
<tr>
<td>• slewing levers including brake</td>
<td></td>
</tr>
<tr>
<td>• boom extension levers (where fitted)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service logbook</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• any logbook</td>
<td></td>
</tr>
<tr>
<td>• service book</td>
<td></td>
</tr>
<tr>
<td>• history record system where the service and maintenance history is kept</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Crane safety devices</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• horns/sirens</td>
<td></td>
</tr>
<tr>
<td>• audible and visual reversing devices</td>
<td></td>
</tr>
<tr>
<td>• operator restraint devices</td>
<td></td>
</tr>
<tr>
<td>• lights</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Communication equipment</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• fixed channel two-way radios</td>
<td></td>
</tr>
<tr>
<td>• whistles</td>
<td></td>
</tr>
<tr>
<td>• bells</td>
<td></td>
</tr>
<tr>
<td>• buzzers</td>
<td></td>
</tr>
<tr>
<td>NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ground suitability</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• rough uneven ground</td>
<td></td>
</tr>
<tr>
<td>• backfilled ground</td>
<td></td>
</tr>
<tr>
<td>• soft soils</td>
<td></td>
</tr>
</tbody>
</table>
| **Stability** | May include but not limited to:  
| | • deploying outriggers  
| | • establishing correct size plates or packing  
| | • correctly positioning plates or packing  
| **Crane configuration** | May include but not be limited to:  
| | • boom/jib  
| | • fly-jib  
| | • counterweights  
| **Hazard prevention/control measures** | May include but not limited to:  
| | • safety tags on electrical switches/isolators  
| | • insulated powerlines  
| | • safety observer used inside exclusion zone  
| | • disconnected power  
| | • traffic barricades and control/s  
| | • pedestrian controls  
| | • trench covers  
| | • movement of obstructions  
| | • personal protective equipment  
| | • adequate illumination  
| **Test lift** | The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:  
| | • near capacity loads do not overload the crane  
| | • loads of unusual shape or weight distribution are correctly slung  
| | • load measuring equipment can be used to verify the calculated weight of the load  
| | • all crane equipment is functioning properly  
| | • adjustments to the slinging can be made in a safe manner  
| **Relevant crane movements** | May include but not limited to:  
| | • telescope in and out  
| | • boom/jib up and down  
| | • articulating (as applicable)  
| | • raise and lower hoist (as applicable)  

- hard compacted soil  
- rock  
- bitumen  
- concrete
<table>
<thead>
<tr>
<th><strong>Communication signals</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• stop – hand</td>
</tr>
<tr>
<td></td>
<td>• stop – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist up – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist up – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist down – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – whistle</td>
</tr>
<tr>
<td></td>
<td>• telescope out – hand</td>
</tr>
<tr>
<td></td>
<td>• telescope out – whistle</td>
</tr>
<tr>
<td></td>
<td>• telescope in – hand</td>
</tr>
<tr>
<td></td>
<td>• telescope in – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew/articulate right – hand</td>
</tr>
<tr>
<td></td>
<td>• slew/articulate right – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew/articulate left – hand</td>
</tr>
<tr>
<td></td>
<td>• slew/articulate left – whistle</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Unplanned and/or unsafe situations</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• failure/loss of control (e.g. brakes and steering)</td>
</tr>
<tr>
<td></td>
<td>• failure of equipment (e.g. hydraulic system)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Planned route</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• unusual or difficult terrains</td>
</tr>
<tr>
<td></td>
<td>• obstacles or obstruction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Best mobile practice</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• minimum speed</td>
</tr>
<tr>
<td></td>
<td>• gentle acceleration and braking (to minimise load swing)</td>
</tr>
<tr>
<td></td>
<td>• minimum boom/jib length</td>
</tr>
<tr>
<td></td>
<td>• carrying the load near to the ground surface</td>
</tr>
<tr>
<td></td>
<td>• use of handheld taglines</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Shut down</strong></th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• retracting boom/jib/fly (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• retracting hoist rope and hook block</td>
</tr>
<tr>
<td></td>
<td>• idling engine to stabilise temperature</td>
</tr>
<tr>
<td></td>
<td>• retracting outriggers/stabilisers (where applicable)</td>
</tr>
<tr>
<td></td>
<td>• turning off engine</td>
</tr>
</tbody>
</table>
## EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

### Overview of assessment

Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work. State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping, other vehicles and personnel).
- Operation of a non-slewing mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of non-slewing mobile cranes (over 3t capacity) in conjunction with other associated personnel.
- Appropriate mathematical procedures for estimation of loads.

### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the
<table>
<thead>
<tr>
<th>Purpose of the Performance Assessment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>o appropriate non-slewing crane (greater than 3 tonnes) and associated equipment in safe condition</td>
<td></td>
</tr>
<tr>
<td>o suitable loads as specified by endorsed assessment instrument</td>
<td></td>
</tr>
<tr>
<td>o communication equipment (e.g. two-way radios, whistles, etc.)</td>
<td></td>
</tr>
<tr>
<td>o other associated personnel to sling and direct the loads.</td>
<td></td>
</tr>
</tbody>
</table>

### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.
- The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.
- Assessment may be in conjunction with the assessment of other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

### Guidance information for assessment

- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
## TLILIC708A Licence to operate a portal boom crane

### Unit Descriptor
This unit specifies the outcomes required to operate a portal boom crane mounted on a portal frame, which is supported on runways along which the crane may travel, for licensing purposes.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
This unit requires the operator to plan the work, conduct routine checks, transfer loads, mobile load and shut down and secure the crane.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

### ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1. Plan work | 1.1 Potential workplace hazards are identified  
| | 1.2 Hazard control measures are identified in consultation with appropriate personnel consistent with appropriate standards to ensure the safety of personnel and equipment  
| | 1.3 The weight of the load is identified and estimated in consultation with associated personnel  
| | 1.4 Crane is appropriate to the loads and workplace conditions  
| | 1.5 Appropriate path for the movement of loads in the work area is determined  
| | 1.6 Appropriate communication methods are identified with appropriate personnel  
| 2. Conduct routine checks | 2.1 Appropriate hazard prevention/control measures are applied to the work area according to procedures in consultation with associated personnel  
| | 2.2 Crane is accessed in safe manner  
| | 2.3 Crane is visually checked for any damage or defects  
| | 2.4 All signage and labels are visible and legible according to the appropriate standard  
| | 2.5 Routine pre-operational crane checks are carried out according to procedures  
| | 2.6 All controls are located and identified  
<p>| | 2.7 Crane service logbook is checked for compliance |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.8</strong></td>
<td>Crane is started according to procedures and checked for any abnormal noises</td>
</tr>
<tr>
<td><strong>2.9</strong></td>
<td>All crane safety devices are tested according to procedures</td>
</tr>
<tr>
<td><strong>2.10</strong></td>
<td>Post-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td><strong>2.11</strong></td>
<td>All communication equipment is checked for serviceability</td>
</tr>
<tr>
<td><strong>2.12</strong></td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
<tr>
<td><strong>3. Transfer load</strong></td>
<td></td>
</tr>
<tr>
<td><strong>3.1</strong></td>
<td>Determine lifts are within the capacity of the crane in consultation with associated personnel</td>
</tr>
<tr>
<td><strong>3.2</strong></td>
<td>Boom/jib and hoist block is positioned over load following directions from associated personnel</td>
</tr>
<tr>
<td><strong>3.3</strong></td>
<td>Test lift is carried out to procedures</td>
</tr>
<tr>
<td><strong>3.4</strong></td>
<td>Loads are transferred using all relevant crane movements according to procedures and appropriate standards</td>
</tr>
<tr>
<td><strong>3.5</strong></td>
<td>All required communication signals are interpreted correctly according to procedures and the appropriate standard</td>
</tr>
<tr>
<td><strong>3.6</strong></td>
<td>Crane is operated according to procedures</td>
</tr>
<tr>
<td><strong>3.7</strong></td>
<td>Load movement is monitored constantly to ensure safety of personnel and load, and structural stability</td>
</tr>
<tr>
<td><strong>3.8</strong></td>
<td>Unplanned and/or unsafe situations are responded to in line with procedures</td>
</tr>
<tr>
<td><strong>4. Mobile load</strong></td>
<td></td>
</tr>
<tr>
<td><strong>4.1</strong></td>
<td>Suitability of planned route is checked for the crane according to procedures</td>
</tr>
<tr>
<td><strong>4.2</strong></td>
<td>Crane is configured to mobile load according to procedures</td>
</tr>
<tr>
<td><strong>4.3</strong></td>
<td>Load is moved using best mobile practice according to the appropriate standard</td>
</tr>
<tr>
<td><strong>5. Shut down and secure crane</strong></td>
<td></td>
</tr>
<tr>
<td><strong>5.1</strong></td>
<td>Crane is placed in weather vain mode according to procedures (where applicable)</td>
</tr>
<tr>
<td><strong>5.2</strong></td>
<td>Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td><strong>5.3</strong></td>
<td>Crane and equipment is secured correctly according to procedures and the appropriate standard</td>
</tr>
<tr>
<td><strong>5.4</strong></td>
<td>Crane is shut down according to procedures</td>
</tr>
<tr>
<td><strong>5.5</strong></td>
<td>Routine post-operational checks on crane are carried out according to procedures</td>
</tr>
<tr>
<td><strong>5.6</strong></td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>
## REQUIRED SKILLS AND KNOWLEDGE

*This describes the essential skills and knowledge and their level required for this unit.*

### Required skills:

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a portal boom crane including all functions to their maximum for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, other vehicles and clear access whilst travelling)
- Use and interpret crane manufacturer’s specifications and data, including load charts to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

### Required knowledge:

- Appropriate mathematical procedures for estimation of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Understanding of the hierarchy of hazard identification and control
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Portal boom crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Portal boom crane operating techniques
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the operation of the crane and equipment and adjustments required for correction
## RANGE STATEMENT

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.*

<table>
<thead>
<tr>
<th>Hazard control measures</th>
<th>Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 elimination</td>
</tr>
<tr>
<td></td>
<td>2 substitution</td>
</tr>
<tr>
<td></td>
<td>3 isolation</td>
</tr>
<tr>
<td></td>
<td>4 engineering control measures</td>
</tr>
<tr>
<td></td>
<td>5 using safe work practices</td>
</tr>
<tr>
<td></td>
<td>6 personal protective equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appropriate standard</th>
<th>May include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• codes of practice</td>
</tr>
<tr>
<td></td>
<td>• legislation</td>
</tr>
<tr>
<td></td>
<td>• Australian Standards</td>
</tr>
<tr>
<td></td>
<td>• manufacturer’s specifications</td>
</tr>
<tr>
<td></td>
<td>• industry standards (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Associated personnel</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• riggers</td>
</tr>
<tr>
<td></td>
<td>• doggers</td>
</tr>
</tbody>
</table>

| Crane                   | A boom crane or jib crane mounted on a portal frame, which is supported on runways along which the crane may travel |

<table>
<thead>
<tr>
<th>Appropriate</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• crane capabilities</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication method</th>
<th>May include but is not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• verbal and non-verbal language</td>
</tr>
<tr>
<td></td>
<td>• written instructions</td>
</tr>
<tr>
<td></td>
<td>• signage</td>
</tr>
</tbody>
</table>
- hand signals
- listening
- questioning to confirm understanding
- appropriate worksite protocol

### Signage and labels
May include but not limited to:
- crane data plates/labels
- load charts
- crane decals
- control labels

### Procedures
May include but not limited to:
- manufacturer’s guidelines (instructions, specifications or checklists)
- industry operating procedures
- workplace procedures (work instructions, operating procedures, checklists)

### Controls
May include but not limited to:
- luffing levers
- hoisting and lowering levers
- slewing levers including brake

### Service logbook
May include but not limited to:
- any logbook
- service book
- history record system where the service and maintenance history is kept

### Crane safety devices
May include but not limited to:
- audible and visual warning devices
- lights
- function limits

### Communication equipment
May include but is not limited to:
- fixed channel two-way radios
- whistles
- bells
- buzzers

NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.
| Hazard prevention/control measures | May include but not limited to:  
- safety tags on electrical switches/isolators  
- insulated powerlines  
- safety observer used inside exclusion zone  
- disconnected power  
- traffic barricades and control/s  
- pedestrian controls  
- trench covers  
- movement of obstructions  
- personal protective equipment  
- adequate illumination |
|-----------------------------------|--------------------------------------------------|
| Test lift                         | The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:  
- near capacity loads do not overload the crane  
- loads of unusual shape or weight distribution are correctly slung  
- load measuring equipment can be used to verify the calculated weight of the load  
- all crane equipment is functioning properly  
- adjustments to the slinging can be made in a safe manner |
| Relevant crane movements          | May include but not limited to:  
- luffing  
- slewing  
- hoisting  
- mobiling |
| Communication signals            | May include but is not limited to:  
- stop – hand  
- stop – whistle  
- hoist up – hand  
- hoist up – whistle  
- hoist down – hand  
- hoist down – whistle  
- luff boom down – hand  
- luff boom down – whistle  
- luff boom up – hand  
- luff boom up – whistle  
- slew left – hand  
- slew left – whistle |
| **Best mobile practice** | May include but not limited to:  
• minimum speed  
• gentle acceleration and braking (to minimise load swing)  
• minimum boom/jib radius  
• carrying the load near to the ground surface (where practical)  
• use of handheld taglines (where appropriate) |
|-------------------------|-----------------------------------------------------------------------------------|
| **Unplanned and/or unsafe situations** | May include but not limited to:  
• failure/loss of control (e.g. slew brakes, hoist drum)  
• failure of equipment (e.g. hydraulic system)  
• environmental conditions (e.g. wind, lightning, storms, etc.) |
| **Shut down** | May include but not limited to:  
• raising boom/jib to clear buildings, structures and vessels (where applicable)  
• retracting hoist rope and hook block  
• idling engine to stabilise temperature  
• applying weather vain mode (where applicable)  
• applying motion locks and brakes are applied  
• turning off engine  
• removing key from ignition  
• locking and securing cabin (where applicable) |
| **EVIDENCE GUIDE** | The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package. |
| **Overview of assessment** | Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.  
State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters. |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | • Compliance with OH&S licensing legislation.  
• Effectively communicate and work safely with others in the work area.  
• Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, access to cabin, other vehicles and clear access whilst travelling).  
• Operation of a portal crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel.  
• Appropriate mathematical procedures for estimation of loads. |
|---|---|
| Context of and specific resources for assessment | • Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.  
• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
• Assessment is to comply with relevant appropriate standard requirements.  
• Applicants must have access to:  
  o Personal Protective Equipment (PPE) for the purpose of the Performance Assessment  
  o appropriate portal boom crane and associated equipment in safe condition specified by the endorsed Assessment Instrument  
  o suitable loads as specified by the endorsed Assessment Instrument  
  o communication equipment (e.g. two way radios, whistles, etc.)  
  o other associated personnel to sling and direct the loads. |
| Method of assessment | • Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
• The use of ‘simulators’ in the assessment of this unit of competency is not acceptable.  
• Assessment may be in conjunction with the assessment of
other units of competency.
- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.
- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.

**Guidance information for assessment**
- Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
### TLILIC808A - Licence to operate a slewing mobile crane (up to 20 tonnes)

#### Unit Descriptor
This unit specifies the outcomes required to operate a slewing mobile crane (up to 20 tonnes) for licensing purposes. It encompasses the requirement for non-slewing mobile crane licence and the vehicle loading crane licence.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane.

This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work.

This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.

#### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>

1. **Plan work**

   1.1 Potential workplace **hazards** are identified

   1.2 **Hazard prevention/control measures** are identified consistent with **appropriate standards** to ensure the safety of personnel and equipment

   1.3 The weight of the load is identified and estimated in consultation with **associated personnel**

   1.4 **Crane** is **appropriate** to the load/s and workplace conditions

   1.5 Appropriate path for the movement of loads in the work area is inspected and determined

   1.6 Appropriate **communication methods** are identified with **associated personnel**
2. Conduct routine checks

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Crane is visually checked for any damage or defects</td>
</tr>
<tr>
<td>2.2</td>
<td>Crane is accessed in a safe manner</td>
</tr>
<tr>
<td>2.3</td>
<td>All signage and labels are visible and legible according to the appropriate standard</td>
</tr>
<tr>
<td>2.4</td>
<td>Routine pre-operational crane checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.5</td>
<td>All controls are located and identified</td>
</tr>
<tr>
<td>2.6</td>
<td>Crane service logbook is checked for compliance</td>
</tr>
<tr>
<td>2.7</td>
<td>Crane is started according to procedures and checked for any abnormal noise</td>
</tr>
<tr>
<td>2.8</td>
<td>All crane safety devices are tested according to procedures</td>
</tr>
<tr>
<td>2.9</td>
<td>Post-start operational checks are carried out according to procedures</td>
</tr>
<tr>
<td>2.10</td>
<td>All communication equipment is checked for serviceability</td>
</tr>
<tr>
<td>2.11</td>
<td>All damage and defects are reported and recorded according to procedures, and appropriate action is taken</td>
</tr>
</tbody>
</table>

3. Set up crane

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Ground suitability is checked</td>
</tr>
<tr>
<td>3.2</td>
<td>Crane is driven to the work area according to procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Crane is positioned for work application and stability according to procedures</td>
</tr>
<tr>
<td>3.4</td>
<td>Appropriate crane configuration for work task is determined according to procedures (where applicable)</td>
</tr>
<tr>
<td>3.5</td>
<td>Boom/jib and counterweight configuration data is input into the crane computer (as required)</td>
</tr>
<tr>
<td>3.6</td>
<td>Appropriate hazard prevention/control measures are applied to the work area according to procedures</td>
</tr>
<tr>
<td>3.7</td>
<td>All communications equipment is tested for functionality</td>
</tr>
</tbody>
</table>

4. Transfer load

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Lifts are determined within the capacity of the crane</td>
</tr>
<tr>
<td>4.2</td>
<td>Boom/jib and hoist block is positioned over load following directions from associated personnel</td>
</tr>
<tr>
<td>4.3</td>
<td>Test lift is carried out according to procedures</td>
</tr>
<tr>
<td>4.4</td>
<td>Loads are transferred using all relevant crane movements according to procedures and the appropriate standard</td>
</tr>
</tbody>
</table>
4.5 All required communication signals are correctly interpreted according to procedures and the appropriate standard

4.6 Crane is operated according to procedures

4.7 Load movement is monitored constantly ensuring safety to personnel and load, and crane stability

4.8 Unplanned and/or unsafe situations are responded to in line with procedures

5. Mobile load

5.1 Suitability of planned route is checked for the crane according to procedures

5.2 Crane is configured to mobile load according to procedures

5.3 Load is moved using best mobile practice according to the appropriate standard

6. Shut down and secure crane

6.1 Crane boom/jib and equipment are stowed and secured where appropriate according to procedures and the appropriate standard

6.2 Relevant motion locks and brakes are applied (where applicable)

6.3 Outriggers/stabilisers are stowed and secured according to procedures

6.4 Crane is shut down according to procedures

6.5 Plates or packing are stowed and secured

6.6 Routine post-operational crane checks are carried out according to procedures

6.7 All damage and defects are reported and recorded according to procedures, and appropriate action is taken

**REQUIRED SKILLS AND KNOWLEDGE**

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (up to 20t capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness
of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)

- Use and interpret crane manufacturer’s specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures

**Required knowledge:**

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

**RANGE STATEMENT**

*The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.*

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>
| **Hazard control measures** | Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:  
1 elimination  
2 substitution  
3 isolation  
4 engineering control measures  
5 using safe work practices  
6 personal protective equipment |
| **Appropriate standard** | May include but not limited to:  
- codes of practice (mobile crane)  
- legislation  
- Australian standard  
- manufacturer’s specifications  
- industry standards (where applicable) |
| **Associated personnel** | May include but not limited to:  
- riggers  
- doggers |
| **Appropriate** | May include but not limited to:  
- crane capabilities  
- environmental conditions (e.g. wind, lightning, storms, etc.) |
| **Crane** | May include a boom or jib, which is capable of being slewed (up to 20 tonnes capacity). The slewing mobile crane up to 20 tonnes classification encompasses the requirements for the non-slewing mobile crane classification and the vehicle loading crane classification. NB: This excludes front-end loader, backhoe, excavator or like equipment when configured for crane operation |
| **Communication method** | May include but not limited to:  
| | • verbal and non-verbal language  
| | • written instructions  
| | • signage  
| | • hand signals  
| | • listening  
| | • questioning to confirm understanding  
| | • appropriate worksite protocol  |
| **Signage and labels** | May include but not limited to:  
| | • crane data plates/labels  
| | • load charts  
| | • crane decals  
| | • control labels  |
| **Procedures** | May include but not limited to:  
| | • manufacturer’s guidelines (instructions, specifications or checklists)  
| | • industry operating procedures  
| | • workplace procedures (work instructions, operating procedures, checklists)  |
| **Controls** | May include but not limited to:  
| | • luffing levers  
| | • hoisting and lowering levers  
| | • slewing levers including brake  
| | • boom extension levers (where fitted)  |
| **Service logbook** | May include but not limited to:  
| | • any logbook  
| | • service book  
| | • history record system where the service and maintenance history is kept  |
| **Crane safety devices** | May include but not limited to:  
| | • horns/sirens  
| | • audible and visual reversing devices  
| | • operator restraint devices  
<p>| | • lights  |</p>
<table>
<thead>
<tr>
<th>Communication equipment</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• two-way radios</td>
</tr>
<tr>
<td></td>
<td>• whistles</td>
</tr>
<tr>
<td></td>
<td>• bells</td>
</tr>
<tr>
<td></td>
<td>• buzzers</td>
</tr>
<tr>
<td></td>
<td>NB: where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ground suitability</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• rough uneven ground</td>
</tr>
<tr>
<td></td>
<td>• backfilled ground</td>
</tr>
<tr>
<td></td>
<td>• soft soils</td>
</tr>
<tr>
<td></td>
<td>• hard compacted soil</td>
</tr>
<tr>
<td></td>
<td>• rock</td>
</tr>
<tr>
<td></td>
<td>• bitumen</td>
</tr>
<tr>
<td></td>
<td>• concrete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stability</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• deploying outriggers</td>
</tr>
<tr>
<td></td>
<td>• establishing correct size plates or packing</td>
</tr>
<tr>
<td></td>
<td>• correctly positioning plates or packing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crane configuration</th>
<th>May include but not be limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• boom/jib</td>
</tr>
<tr>
<td></td>
<td>• fly-jib</td>
</tr>
<tr>
<td></td>
<td>• counterweights</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>• insulated powerlines</td>
</tr>
<tr>
<td></td>
<td>• safety observer used inside exclusion zone</td>
</tr>
<tr>
<td></td>
<td>• disconnected power</td>
</tr>
<tr>
<td></td>
<td>• traffic barricades and control</td>
</tr>
<tr>
<td></td>
<td>• pedestrian barricades</td>
</tr>
<tr>
<td></td>
<td>• trench covers</td>
</tr>
<tr>
<td></td>
<td>• movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>• personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>• adequate illumination</td>
</tr>
</tbody>
</table>
| Test lift | The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:  
- near capacity loads do not overload the crane  
- loads of unusual shape or weight distribution are correctly slung  
- load measuring equipment can be used to verify the calculated weight of the load  
- all crane equipment is functioning properly  
- adjustments to the slinging can be made in a safe manner |
|-----------|-------------------------------------------------------------------------------------------------|
| Relevant crane movements | May include but not limited to:  
- telescope in and out  
- boom/jib up and down  
- slew boom/jib  
- operation of outriggers/stabilisers  
- raise and lower hoist  
- travel |
| Communication signals | May include but not limited to:  
- stop – hand  
- stop – whistle  
- hoist up – hand  
- hoist up – whistle  
- hoist down – hand  
- hoist down – whistle  
- luff boom down – hand  
- luff boom down – whistle  
- luff boom up – hand  
- luff boom up – whistle  
- telescope out – hand  
- telescope out – whistle  
- telescope in – hand  
- telescope in – whistle  
- slew left – hand  
- slew left – whistle  
- slew right – hand  
- slew right – whistle  
- travel – hand |
| **Unplanned and/or unsafe situations** | May include but not limited to:  
- failure/loss of control (e.g. brakes and steering)  
- failure of equipment (e.g. hydraulic system)  
- environmental conditions (e.g. wind, lightning, storms, etc.) |
| **Planned route** | May include but not limited to:  
- unusual or difficult terrains  
- obstacles or obstruction |
| **Best mobile practice** | May include but not limited to:  
- minimum speed  
- gentle acceleration and braking (to minimise load swing)  
- minimum boom/jib length  
- carrying the load near to the ground surface  
- boom/jib in line with the crane  
- boom/jib as low as possible  
- load faces uphill  
- use of handheld taglines |
| **Shut Down** | May include but not limited to:  
- retracting boom/jib  
- retracting hoist rope and hook block  
- positioning/securing boom/jib  
- retracting outriggers/stabilisers  
- idling engine to stabilise temperature  
- turning off engine (where applicable)  
- removing key from ignition (where applicable)  
- locking and securing cabin (where applicable) |

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.

**Overview of assessment**

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.
### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Complete the pre-operational check, positioning, stabilising, set up, operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane up to 20 tonne capacity in conjunction with other associated personnel.
- Appropriate mathematical procedures for estimation of loads.

### Context of and specific resources for assessment

- Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.
- Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.
- Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.
- Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant appropriate standard requirements.
- Applicants must have access to:
  - Personal Protective Equipment (PPE) for the purpose of the Performance Assessment
  - appropriate slewing mobile crane (up to 20 tonne) and associated equipment in safe condition
  - suitable loads as specified by the endorsed Assessment Instrument
  - communication equipment (e.g. two-way radios, whistles, etc.)
  - other associated personnel to sling and direct the loads
### Method of assessment

- Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.

- Assessment may be in conjunction with the assessment of other units of competency.

- The use of ‘simulators’ in the assessment of this unit of competency is **not acceptable**.

- Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.

- Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.

### Guidance information for assessment

Further information about endorsed Assessment Instruments may be obtained from state/territory OH&S regulators.
<table>
<thead>
<tr>
<th><strong>TLILIC908A</strong></th>
<th><strong>Licence to operate a slewing mobile crane (up to 60 tonnes)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit Descriptor</strong></td>
<td>This unit specifies the outcomes required to operate a slewing mobile crane (up to 60 tonnes) for licensing purposes. It encompasses the requirement for the up to 20 tonnes licence.</td>
</tr>
<tr>
<td><strong>Employability Skills</strong></td>
<td>This unit contains employability skills.</td>
</tr>
<tr>
<td><strong>Application of the Unit</strong></td>
<td>This unit requires the operator to plan the work, conduct routine checks, set up crane, transfer loads, mobile loads and shut down and secure the crane. This unit is based on the requirements of the National Standard for Licensing Persons Performing High Risk Work. This unit in its current form meets state and territory licensing requirements. Any alteration will result in a unit which is not acceptable to regulators for the purpose of licensing.</td>
</tr>
</tbody>
</table>

### ELEMENT PERFORMANCE CRITERIA

*Elements describe the essential outcomes of a unit of competency.*

*Performance criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.*

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan work</strong></td>
<td>1.1 Potential workplace hazards are identified 1.2 Hazard control measures are identified consistent with appropriate standards to ensure the safety of personnel and equipment 1.3 The weight of the load is identified and estimated in consultation with associated personnel 1.4 The crane is appropriate to the load/s and workplace conditions 1.5 Appropriate paths for the movement of loads in the work area are inspected and determined 1.6 Appropriate communication methods are identified with associated personnel</td>
</tr>
<tr>
<td><strong>Conduct routine checks</strong></td>
<td>2.1 Crane is visually checked for any damage or defects 2.2 Crane is accessed in a safe manner 2.3 All signage and labels are visible and legible according to the appropriate standard 2.4 Routine pre-operational crane checks are carried out according to procedures 2.5 All controls are located and identified 2.6 Crane service logbook is checked for compliance</td>
</tr>
<tr>
<td>2.7</td>
<td>Crane is started according to <strong>procedures</strong> and checked for any abnormal noises</td>
</tr>
<tr>
<td>2.8</td>
<td>All <strong>crane safety devices</strong> are tested according to <strong>procedures</strong></td>
</tr>
<tr>
<td>2.9</td>
<td>Post-start operational checks are carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td>2.10</td>
<td>All <strong>communication equipment</strong> is checked for serviceability</td>
</tr>
<tr>
<td>2.11</td>
<td>All damage and defects are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
</tr>
</tbody>
</table>

| 3.1 | **Ground suitability** is checked |
| 3.2 | Crane is driven to the work area according to **procedures** |
| 3.3 | Crane is positioned for work application and stability according to **procedures** |
| 3.4 | Appropriate **crane configuration** for work task is determined according to **procedures** (where applicable) |
| 3.5 | Boom/jib and counterweight configuration data is input into the crane computer (as required) |
| 3.6 | Appropriate **hazard prevention/control measures** are applied to the work area according to **procedures** |
| 3.7 | All **communications equipment** is tested for functionality |

| 4.1 | Lifts are determined within the capacity of the crane |
| 4.2 | Boom/jib and hoist block is positioned over load following directions from **associated personnel** |
| 4.3 | **Test lift** is carried out according to **procedures** |
| 4.4 | Loads are transferred using all **relevant crane movements** according to **procedures** and the appropriate standard |
| 4.5 | All required **communication signals** are correctly interpreted according to **procedures** and the appropriate standard |
| 4.6 | Crane is operated according to **procedures** |
| 4.7 | Load movement is monitored constantly ensuring safety to personnel and load, and crane stability |
| 4.8 | **Unplanned and/or unsafe** situations are responded to in line with **procedures** |
### 5. Mobile load

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Suitability of <strong>planned route</strong> is checked for the crane according to <strong>procedures</strong></td>
</tr>
<tr>
<td>5.2</td>
<td><strong>Crane</strong> is configured to mobile load according to <strong>procedures</strong></td>
</tr>
<tr>
<td>5.3</td>
<td>Load is moved using <strong>best mobile practice</strong> according to the <strong>appropriate standard</strong></td>
</tr>
</tbody>
</table>

### 6. Shut down and secure crane

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td><strong>Crane</strong> boom/jib and equipment are stowed and secured where appropriate according to <strong>procedures</strong> and the <strong>appropriate standard</strong></td>
</tr>
<tr>
<td>6.2</td>
<td>Relevant motion locks and brakes are applied (where applicable)</td>
</tr>
<tr>
<td>6.3</td>
<td>Outriggers/stabilisers are stowed and secured according to <strong>procedures</strong></td>
</tr>
<tr>
<td>6.4</td>
<td>Crane is <strong>shut down</strong> according to <strong>procedures</strong></td>
</tr>
<tr>
<td>6.5</td>
<td>Plates or packing are stowed and secured</td>
</tr>
<tr>
<td>6.6</td>
<td>Routine post-operational crane checks are carried out according to <strong>procedures</strong></td>
</tr>
<tr>
<td>6.7</td>
<td>All damage and defects are reported and recorded according to <strong>procedures</strong>, and appropriate action is taken</td>
</tr>
</tbody>
</table>

### REQUIRED SKILLS AND KNOWLEDGE

*This describes the essential skills and knowledge and their level required for this unit.*

**Required skills:**

- Accurately record and maintain information relating to crane operations
- Use communication techniques in the workplace including whistles, hand signals and use of two-way radios
- Use interpersonal communication skills at a level sufficient to communicate with other site personnel
- Load data into crane computer (where fitted) and check operation to accurately reflect the crane configuration
- Operate a slewing mobile crane (21t up to 60t capacity) for the lifting and moving of loads to the safe working rated capacity in conjunction with other associated personnel
- Apply risk assessment and hazard control strategies, including hierarchy of control as applied to the positioning and safe operation of the crane (particular awareness of the risks associated with overhead powerlines/electrical cables, wind, erection, pack up and crane stability)
- Use and interpret crane manufacturer’s specifications and data, including load charts, to enable the crane to be configured for the load
- Verify problems and equipment faults and demonstrate appropriate response procedures
**Required knowledge:**

- Appropriate mathematical procedures for estimation and measurement of loads
- Commonwealth, state or territory OH&S legislation, standards and codes of practice relevant to the full range of processes for the crane class
- Level of literacy to be able to read and comprehend manufacturer’s instructions, procedures and safety signs
- Mobile slewing crane characteristics and capabilities to allow the configuration of the crane to suit the range of loads
- Mobile slewing crane operating techniques
- Understanding of the hierarchy of hazard identification and control
- Organisational and workplace standards, requirements, policies and procedures for conducting operations for the crane class
- Procedures for the recording, reporting and maintenance of workplace records and information
- Rated capacity and working load limits (including use of crane load charts)
- Typical routine problems encountered in the process and with equipment and adjustments required for correction

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below.

<table>
<thead>
<tr>
<th>Hazards</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ground stability (e.g. ground condition, recently filled trenches, slopes)</td>
</tr>
<tr>
<td></td>
<td>• overhead hazards (e.g. powerlines, service pipes)</td>
</tr>
<tr>
<td></td>
<td>• traffic (e.g. pedestrians, vehicles, other plant)</td>
</tr>
<tr>
<td></td>
<td>• insufficient lighting</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
<tr>
<td></td>
<td>• other specific hazards (e.g. dangerous materials)</td>
</tr>
</tbody>
</table>
| **Hazard control measures** | Refers to the systematic process of eliminating or reducing the risk to personnel and property through the application of controls. It includes the application of the hierarchy of control, the six-step preference of control measures to manage and control risk:  
1. elimination  
2. substitution  
3. isolation  
4. engineering control measures  
5. using safe work practices  
6. personal protective equipment |
|-----------------------------|-------------------------------------------------------------------------------------------------|
| **Appropriate standard**    | May include:  
• codes of practice (mobile crane)  
• legislation  
• Australian standards  
• manufacturer’s specifications  
• industry standards (where applicable) |
| **Associated personnel**    | May include but not limited to:  
• riggers  
• doggers |
| **Appropriate**             | May include but not limited to:  
• crane capabilities  
• environmental conditions (e.g. wind, lightning, storms, etc.) |
| **Crane**                   | May include a boom or jib, which is capable of being slewed (up to 60 tonnes capacity). The slewing mobile crane up to 60 tonnes classification encompasses the requirements for the up to 20 tonnes classification |
| **Communication method**    | May include but not limited to:  
• verbal and non-verbal language  
• written instructions  
• signage  
• hand signals  
• listening  
• questioning to confirm understanding  
• appropriate worksite protocol |
| **Signage and labels** | May include but not limited to:  
| | • crane data plates/labels  
| | • load charts  
| | • crane decals  
| | • control labels  

| **Procedures** | May include but not limited to:  
| | • manufacturer’s guidelines (instructions, specifications or checklists)  
| | • industry operating procedures  
| | • workplace procedures (work instructions, operating procedures, checklists)  

| **Controls** | May include but not limited to:  
| | • luffing levers  
| | • hoisting and lowering levers  
| | • slewing levers including brake  
| | • boom extension levers (where fitted)  

| **Service logbook** | May include but not limited to:  
| | • any logbook  
| | • service book  
| | • history record system where the service and maintenance history is kept  

| **Crane safety devices** | May include but not limited to:  
| | • horns/sirens  
| | • audible and visual reversing devices  
| | • operator restraint devices  
| | • lights  

| **Communication equipment** | May include but not limited to:  
| | • fixed channel two-way radios  
| | • whistles  
| | • bells  
| | • buzzers  

**NB:** where radio communication equipment is used the transmitting frequencies of the equipment must be selected to prevent interference to or from other radio equipment being used in the vicinity of the crane.
<table>
<thead>
<tr>
<th>Ground suitability</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>rough uneven ground</td>
</tr>
<tr>
<td></td>
<td>backfilled ground</td>
</tr>
<tr>
<td></td>
<td>soft soils</td>
</tr>
<tr>
<td></td>
<td>hard compacted soil</td>
</tr>
<tr>
<td></td>
<td>rock</td>
</tr>
<tr>
<td></td>
<td>bitumen</td>
</tr>
<tr>
<td></td>
<td>concrete</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stability</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>deploying outriggers</td>
</tr>
<tr>
<td></td>
<td>establishing correct size plates or packing</td>
</tr>
<tr>
<td></td>
<td>correctly positioning plates or packing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crane configuration</th>
<th>May include but not be limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>boom/jib</td>
</tr>
<tr>
<td></td>
<td>fly-jib</td>
</tr>
<tr>
<td></td>
<td>counterweights</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard prevention/control measures</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>safety tags on electrical switches/isolators</td>
</tr>
<tr>
<td></td>
<td>powerlines insulated</td>
</tr>
<tr>
<td></td>
<td>safety observer used inside exclusion zone</td>
</tr>
<tr>
<td></td>
<td>power disconnected</td>
</tr>
<tr>
<td></td>
<td>traffic barricades and control</td>
</tr>
<tr>
<td></td>
<td>pedestrian barricades</td>
</tr>
<tr>
<td></td>
<td>trench covers</td>
</tr>
<tr>
<td></td>
<td>movement of obstructions</td>
</tr>
<tr>
<td></td>
<td>personal protective equipment</td>
</tr>
<tr>
<td></td>
<td>adequate illumination</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Test lift</th>
<th>The load is lifted just clear of the lifting plane to allow for checks to be safely made in consultation with associated personnel to ensure that:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>near capacity loads do not overload the crane</td>
</tr>
<tr>
<td></td>
<td>loads of unusual shape or weight distribution are correctly slung</td>
</tr>
<tr>
<td></td>
<td>load measuring equipment can be used to verify the calculated weight of the load</td>
</tr>
<tr>
<td></td>
<td>all crane equipment is functioning properly</td>
</tr>
<tr>
<td></td>
<td>adjustments to the slinging can be made in a safe manner</td>
</tr>
<tr>
<td>Relevant crane movements</td>
<td>May include but not limited to:</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td></td>
<td>• telescope in and out</td>
</tr>
<tr>
<td></td>
<td>• boom/jib up and down</td>
</tr>
<tr>
<td></td>
<td>• slew boom/jib</td>
</tr>
<tr>
<td></td>
<td>• operation of outriggers/stabilisers</td>
</tr>
<tr>
<td></td>
<td>• raise and lower hoist</td>
</tr>
<tr>
<td></td>
<td>• travel</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication signals</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• stop – hand</td>
</tr>
<tr>
<td></td>
<td>• stop – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist up – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist up – whistle</td>
</tr>
<tr>
<td></td>
<td>• hoist down – hand</td>
</tr>
<tr>
<td></td>
<td>• hoist down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom down – whistle</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – hand</td>
</tr>
<tr>
<td></td>
<td>• luff boom up – whistle</td>
</tr>
<tr>
<td></td>
<td>• telescope out – hand</td>
</tr>
<tr>
<td></td>
<td>• telescope out – whistle</td>
</tr>
<tr>
<td></td>
<td>• telescope in – hand</td>
</tr>
<tr>
<td></td>
<td>• telescope in – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew left – hand</td>
</tr>
<tr>
<td></td>
<td>• slew left – whistle</td>
</tr>
<tr>
<td></td>
<td>• slew right – hand</td>
</tr>
<tr>
<td></td>
<td>• slew right – whistle</td>
</tr>
<tr>
<td></td>
<td>• travel – hand</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Unplanned and/or unsafe situations</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• failure/loss of control (e.g. brakes and steering)</td>
</tr>
<tr>
<td></td>
<td>• failure of equipment (e.g. hydraulic system)</td>
</tr>
<tr>
<td></td>
<td>• environmental conditions (e.g. wind, lightning, storms, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned route</th>
<th>May include but not limited to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• unusual or difficult terrains</td>
</tr>
<tr>
<td></td>
<td>• obstacles or obstructions</td>
</tr>
</tbody>
</table>
### Best mobile practice

May include but not limited to:
- minimum speed
- gentle acceleration and braking (to minimise load swing)
- minimum boom/jib length
- carrying the load near to the ground surface
- boom/jib in line with the crane
- boom/jib as low as possible
- load faces uphill
- use of handheld taglines

### Shut down

May include but not limited to:
- retracting boom/jib
- retracting hoist rope and hook block
- positioning/securing boom/jib
- retracting outriggers/stabilisers
- idling engine to stabilise temperature
- turning off engine (where applicable)
- removing key from ignition (where applicable)
- locking and securing cabin (where applicable)

---

### EVIDENCE GUIDE

*The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the assessment guidelines for the Training Package.*

### Overview of assessment

- Successful assessment of this unit meets the competency requirement of the National Standard for Licensing Persons Performing High Risk Work.
- State/territory OH&S regulators have mandated the use of Assessment Instruments and Instructions for Assessment for this unit which have been endorsed by the national body responsible for OH&S matters.

### Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Compliance with OH&S licensing legislation.
- Effectively communicate and work safely with others in the work area.
- Risk assessment and management procedures (particular awareness of the risks associated with overhead powerlines/electrical cables, ground conditions, crane tipping and demolition sites).
- Effectively complete the pre-operational check, positioning, stabilising, set up,
| Context of and specific resources for assessment | operation, post-operational checks of a mobile crane including all functions to their maximum extension in the lifting and moving of loads to the safe working rated capacity of the mobile crane up to 60 tonne capacity in conjunction with other associated personnel.  
• Appropriate mathematical procedures for estimation of loads.  

| Method of assessment | Assessment of the safe and effective application of knowledge and skill to workplace tasks (performance) must be undertaken using the endorsed Assessment Instrument.  
• Assessment of performance must be undertaken either in the workplace or in a realistically simulated workplace setting.  
• Assessors must ensure that the assessment in the workplace is organised to ensure that all the required equipment and materials and a suitable working area is made available to suit the assessment and the workplace.  
• Assessment must occur under standard and authorised work practices, safety requirements and environmental constraints.  
• Assessment is to comply with relevant appropriate standard requirements.  
• Applicants must have access to:  
  • Personal Protective Equipment (PPE) for the purpose of the Performance Assessment.  
  • appropriate slewing mobile crane (21tonne up to 60 tonne) and associated equipment in safe condition  
  • suitable loads as specified by the endorsed Assessment Instrument  
  • communication equipment (e.g. two-way radios, whistles, etc.)  
  • other associated personnel to sling and direct the loads.  

• Assessment must be conducted using the endorsed Assessment Instruments. These Instruments provide advice on their application.  
• The use of ‘simulators’ in the assessment of this unit of competency is not acceptable.  
• Assessment may be in conjunction with the...
<table>
<thead>
<tr>
<th>Assessment of other units of competency.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge.</td>
</tr>
<tr>
<td>• Assessment must confirm a reasonable inference that competency is not only able to be satisfied under the particular circumstances, but is able to be transferred to other circumstances.</td>
</tr>
</tbody>
</table>

**Guidance information for assessment**

- Further information about endorsed Assessment Instruments may be obtained from State/territory OH&S regulators.
**TLIM107B Develop safe car driving behaviours in others**

**Unit Descriptor**
This unit involves the skills and knowledge required by car driving instructors to teach clients from diverse backgrounds how to develop and maintain safe car driving strategies. These strategies include recognising and dealing with behavioural barriers to learning, developing vehicle control skills, interpreting and applying regulatory requirements and road laws, developing critical higher order skills such as hazard perception and responding appropriately, exercising risk management strategies that contribute to safe car driving techniques, and meeting community expectations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Instructional activities must be carried out in compliance with the relevant road transport law.

Work is performed without supervision. It involves the application of training competence and experience, professional car driver expertise, navigation skills, road law expertise, routine procedures and regulatory requirements to the development of safe car driving behaviour in others across a range of operational situations.

The development of safe car driving behaviours in others involves the application of adult learning principles, instructional methods and high-level safe car driving expertise to maintain the safe operation of an instructional vehicle across a variety of driving contexts.

Definition of a vehicle (car class C) in this context is a 'vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver'.

**Competency Field**
M – Training

**ELEMENT PERFORMANCE CRITERIA**
Elements describe the essential outcomes of a unit of competency.

1 **Deliver training on safe car driving principles**

1.1 Training objectives and methods are planned and documented
1.2 Training is conducted in a safe and accessible environment
1.3 Specific needs for training are identified and confirmed through observation and assessment of client’s capabilities
1.4 Information on safe car driving principles is made available and made clear to client
1.5 Principles behind low-risk driving are made clear to client, including specific factors that constitute an actual risk of a collision, factors contributing to the formation of opinions and
beliefs about driving risks, road safety issues, and human psychological and physiological aspects

2 Demonstrate low-risk car driving strategies to clients

2.1 Proactive driving techniques that keep the car driver at a low-risk level are demonstrated

2.2 Low-risk driving behaviours are demonstrated consistently, including the ability to control a vehicle at different speeds and under variable road and weather conditions; and the ability to judge time and space in a range of traffic situations to accommodate other road users

2.3 Skills and knowledge needed to consciously make choices that will minimise risks are explained and demonstrated to client

3 Demonstrate applicable safe car driving rules and regulations to clients

3.1 Relevant rules and regulations for each car driving task are identified and clarified when driving with a client, including purpose of road rules, road signs, signals and markings

3.2 Road rules applicable to timing and space in traffic situations are explained and demonstrated to client

4 Monitor and maintain safe car driving behaviours of clients

4.1 Unsafe driving behaviours are identified and constructive feedback is provided to client in relation to hazard perception, anticipation, correct decision making in response, multi-tasking, and other higher order skills necessary for driving safely

4.2 Legal ramifications of driving offences are made clear to client

4.3 Importance of continuous effort and practice of low-risk driving is conveyed

4.4 Learner driver’s safe car driving competence is reviewed and adjusted, including behaviour while driving, response to other road users and ability to manage risks

4.5 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of client

5 Evaluate clients on their safe car driving competence

5.1 Sufficient evidence requirements are specified to show consistent achievement of client’s safe car driving competence

5.2 Evaluation methods, processes and procedures are communicated clearly to client and applied consistently with the licence requirements of the state or territory regulatory authority

5.3 Learner driver’s safe driving competence is evaluated, including ability to consistently deal with and adjust to diverse driving environments, obey road rules, perceive hazards, make correct judgements in response, anticipate and avoid collisions, and make safe decisions in stressful situations
5.4 Learner’s demonstration of safe car driving behaviours is recorded according to workplace process and procedures

6 Review evaluation of client's safe car driving competence

6.1 Process to review evaluation of the client’s safe car driving competence is established and followed by the enterprise, industry or registered training organisation

6.2 Review activities are documented, findings are validated and review approach is evaluated

6.3 Feedback is provided to client in relation to evaluation outcomes

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Barriers to learning, including motivation, attitude, cognitive behaviours, positive and negative outcomes of prior learning, language and other special needs
- Causes and effects of unsafe car driving practices
- Cognitive skills, motivation and attitudes related to safe car driving behaviours
- Causal attribution theory as it relates to driving vehicles
- Causes of single vehicle crashes
- Low-risk driving strategies (six positions in which a crash involving two or more vehicles can occur and the appropriate defences)
- Low-risk driving strategies for six types of driving conditions (i.e. light, weather, road, traffic, vehicle and driver)
- Definition of safe car driving behaviours
- Driving hazards and hazard perception testing
- Effects of drugs, medication and alcohol on safe car driving ability
- Effects of stress and fatigue on safe car driving ability
- Factors and consequences of vehicle crashes and collisions
- Factors that increase potential accidents
- Hazard recognition as it relates to driving vehicles
- Humans factors and impacts on driving environments
- Importance of observation and attention as they relate to driving vehicles
- Low-risk driving techniques
- Management processes and recording procedure for vehicle collisions
- Motivation and attitudinal issues as they relate to driving vehicles
- Proactive and responsible driving behaviours
- Procedures for space and time management to avoid collisions
- Procedures to be followed in the event of a driving emergency
- Processes for hazard identification and response
- Principles of risk management as they relate to driving vehicles
• Principles of road safety
• Relevant OH&S and environmental procedures and regulations
• Road signs, signals and markings and their meanings
• Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
• Rules of braking
• Rules of observation
• Rules of steering
• Safe driving strategies (safe method of driving)
• Slow speed manoeuvres
• Values and beliefs related to driving
• Vehicle controls, safety devices, instruments and indicators and their use
• Vehicle handling procedures
• Vision - understanding importance of vision to the safe and effective driving of vehicles

**Required skills:**

• Adapt appropriately to cultural differences in the car driver instruction environment, including modes of behaviour and interactions with others
• Apply basic and specific traffic skills while developing safe car driving behaviours in others
• Apply basic road skills and vehicle operation skills while developing safe car driving behaviours in others
• Apply multi-skills, e.g. monitoring driving environment, anticipating traffic hazards and instructing clients to take appropriate action
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when developing safe car driving behaviours in others
• Apply skills for crash avoidance and management while developing safe car driving behaviours in others
• Assess risks
• Communicate effectively with others from diverse cultural backgrounds when driving a vehicle, including different modes of behaviour
• Communicate effectively with people of all ages, educational backgrounds and life experiences
• Conduct observations and plan required activities when developing safe car driving behaviours in others
• Deliver information on instructions, procedures, information and signs relevant to the driving of a vehicle
• Demonstrate higher order driving skills while developing safe car driving behaviours in others
• Demonstrate higher order thinking skills, including optimism bias, causal attribution and cognitive dissonance needed by instructors when developing safe car driving behaviours in others
• Demonstrate traffic management skills
• Demonstrate vehicle control skills
• Documentation skills related to the driving of a vehicle by others
• Guide and control a vehicle in the course of the development of safe car driving behaviours in others
• Implement contingency plans for unexpected events that may occur when clients are driving a vehicle
• Interpret and follow operational instructions while developing safe car driving behaviours in others
• Make correct decisions while developing safe car driving behaviours in others
• Manage a range of adverse conditions while developing safe car driving behaviours in others
• Manage and motivate behavioural change of clients
• Manage conflict as a trainer and as a business person
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor performance of clients in applying knowledge and techniques on safe car driving
• Monitor performance of vehicle and take appropriate action where required
• Negotiate complex traffic and road conditions
• Observe and interpret the driving behaviour of others
• Operate mono and dual vehicle controls
• Perceive hazards and control vehicle while developing safe car driving behaviours in others
• Read and interpret instructions, procedures, information and signs relevant to the analysis of safe car driving behaviours
• Report promptly and/or rectify identified problems, faults or malfunctions that may arise while developing safe car driving behaviours in others
• Road positioning skills
• Speed management skills
• Teach, facilitate learning and demonstrate skills in the development of safe car driving behaviours, with learner-centred approach
• Work collaboratively with other road users when driving a vehicle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:
- road transport law, for example:
  - legislation and related regulations applicable to driving and using motor vehicles in relevant state or territory
  - motor vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  - occupational health and safety legislation in relevant state or territory
  - equal opportunity legislation in relevant state or territory
  - workplace relations legislation in relevant state or territory

Safe driving principles include:
- requirements of safe driving
- abiding by the road laws
- importance of cooperation with other road users
- importance of motivation to driving safely, which includes values, emotions and personal needs
- safe driving policies
- correct driving position
- appropriate navigational skills, including ability to plan a trip
- road safety issues
- management of fatigue, alcohol, drugs and medication
- rules and regulations applicable to safe driving
- implications of unsafe driving behaviours

Principles behind low-risk driving include:
- specific factors that constitute an actual risk of a collision
- factors contributing to the formation of opinions
- beliefs about low-risk driving
- road safety issues
- human psychological and physiological aspects
Characteristics of clients may include information in relation to:

- gender
- age (within regulatory guidelines)
- driving experience, including learner driver, mature age driver being re-tested, overseas driver and experienced driver being rehabilitated after an accident
- educational background and general knowledge
- social and economic background with diverse attitudes
- effects of prior and current learning
- individual learning styles
- novice driver’s beliefs about capacity for learning to drive, i.e. their self-efficacy
- client motivation
- client’s capacity to self-monitor own learning and driving

Communication may include:

- oral, aural or signed communication
- written communication

Factors that affect client’s progress may include:

- level of confidence
- effects of previous and current learning
- decision making skills in a range of driving situations
- self-esteem and peer pressure on client
- external expectations of client performance, e.g. parents/guardians
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that a driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)

Resources may include:

- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:

- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles
Specific needs may relate to:

- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Training delivery and driving may be undertaken in/at:

- a range of vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- day or night

Training delivery methods and practice may include:

- facilitation of small group discussions
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice driver
- commentary driving
- combination of the above

Training sessions may include:

- one-to-one demonstration
- small group demonstration (2 to 6 persons)

Training assessment may include:

- affective, e.g. satisfaction with the program
- cognitive, e.g. knowledge and skills gain
- psychomotor skills, e.g. ability to change gear smoothly
- modification of techniques based on client feedback, e.g. by use of client feedback sheets

Training support may include:

- language and literacy specialists
- training and assessment partners
- trainers, teachers and assessors

Variables for achieving competency may include:

- participant characteristics
- resources, e.g. time, location, space, people and costs
Workplace documents and procedures may include:

- company/enterprise/organisational procedures and policies
- record of clients’ driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures and checklists
- emergency procedures

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements relating to safe car driving
  - identification of hazards and human factors that may impact on driving situations and implementation of responsive safe car driving practices
  - recognition of road signs and signals, and implementation of pertinent action to enable safe car driving

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment
  - access to an appropriate range of driving environments and situations
- In both real and simulated environments, access is required to:
  - relevant and appropriate resources and/or vehicles
  - applicable documentation, including driving procedures, legislation, regulations and safe driving policies
- Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed
- Access to assessment support must be provided when required
**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation.

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests, including how to:
  - explain
  - describe
  - interpret
  - convey understanding

- Practical assessment should occur:
  - through direct observation of performance, driving tasks and/or simulation exercises
  - in an appropriate range of situations in a variety of driving environments
  - in adverse driving conditions

- In all cases where practical assessment is used, it will be combined with targeted questioning to assess the underpinning knowledge.

- Assessment method may include consideration of third-party reports and authenticated prior achievements.
TLIM208A Develop safe heavy vehicle driving behaviours in others

Unit Descriptor
This unit involves the skills and knowledge required by heavy vehicle driving instructors to teach clients from diverse backgrounds how to develop and maintain safe heavy vehicle driving strategies. These strategies include recognising and dealing with behavioural barriers to learning, developing heavy vehicle control skills, interpreting and applying regulatory requirements and road laws, developing critical higher order skills such as hazard perception and responding appropriately, exercising risk management strategies that contribute to safe heavy vehicle driving techniques, and meeting community expectations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Instructional activities must be carried out in compliance with the relevant road transport law.

Work is performed without supervision. It involves the application of training competence and experience, professional heavy vehicle driver expertise, navigation skills, road law expertise, routine procedures and regulatory requirements to the development of safe heavy vehicle driving behaviour in others across a range of operational situations.

The development of safe heavy vehicle driving behaviours in others involves the application of adult learning principles, instructional methods and high-level safe heavy vehicle driving expertise to maintain the safe operation of an instructional vehicle across a variety of driving contexts.

Definition of a heavy vehicle (class LR, MR, HR, HC and MC) in this context is a 'vehicle greater than 4.5 tonnes GVM and also includes a vehicle seating more than 12 adults, including the driver'.

Competency Field
M – Training

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Deliver training on safe heavy vehicle driving principles

1.1 Training objectives and methods are planned and documented
1.2 Training is conducted in a safe and accessible environment
1.3 Specific needs for training are identified and confirmed through observation and assessment of client’s capabilities
1.4 Information on safe heavy vehicle driving principles is made
available and made clear to client

1.5 Principles behind low-risk driving are made clear to client, including specific factors that constitute an actual risk of a collision, factors contributing to the formation of opinions and beliefs about driving risks, road safety issues, and human psychological and physiological aspects

2 Demonstrate low-risk driving strategies to clients

2.1 Proactive driving techniques that keep the heavy vehicle driver at a low-risk level are demonstrated

2.2 Low-risk driving behaviours are demonstrated consistently, including the ability to control a vehicle at different speeds and under variable road and weather conditions; and the ability to judge time and space in a range of traffic situations to accommodate other road users

2.3 Skills and knowledge needed to consciously make choices that will minimise risks are explained and demonstrated to client

2.4 Load placement and load restraints are explained and demonstrated to client

3 Demonstrate applicable safe heavy vehicle driving rules and regulations to clients

3.1 Relevant rules and regulations for each heavy vehicle driving task are identified and clarified when driving with a client, including purpose of road rules, road signs, signals and markings

3.2 Road rules applicable to timing and space in traffic situations are explained and demonstrated to client

4 Monitor and maintain safe heavy vehicle driving behaviours of clients

4.1 Unsafe driving behaviours are identified and constructive feedback is provided to client in relation to hazard perception, anticipation, correct decision making in response, multi-tasking, and other higher order skills necessary for driving safely

4.2 Legal ramifications of driving offences are made clear to client

4.3 Importance of continuous effort and practice of low-risk driving is conveyed

4.4 Learner driver’s safe heavy vehicle driving competence is reviewed and adjusted, including behaviour while driving, response to other road users and ability to manage risks

4.5 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of client

5 Evaluate clients on their safe heavy vehicle driving competence

5.1 Sufficient evidence requirements are specified to show consistent achievement of client’s safe heavy vehicle driving competence

5.2 Evaluation methods, processes and procedures are
communicated clearly to client and applied consistently with the licence requirements of the state or territory regulatory authority

5.3 Learner driver’s safe heavy vehicle driving competence is evaluated, including ability to consistently deal with and adjust to diverse driving environments, obey road rules, perceive hazards, make correct judgements in response, anticipate and avoid collisions, and make safe decisions in stressful situations

5.4 Learner’s demonstration of safe heavy vehicle driving behaviours is recorded according to workplace process and procedures

6 Review evaluation of client’s safe heavy vehicle driving competence

6.1 Process to review evaluation of the client’s safe heavy vehicle driving competence is established and followed by the enterprise, industry or registered training organisation

6.2 Review activities are documented, findings are validated and review approach is evaluated

6.3 Feedback is provided to client in relation to evaluation outcomes

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Barriers to learning, including motivation, attitude, cognitive behaviours, positive and negative outcomes of prior learning, language and other special needs
• Causes and effects of unsafe heavy vehicle driving practices
• Cognitive skills, motivation and attitudes related to safe heavy vehicle driving behaviours
• Causal attribution theory as it relates to driving vehicles
• Causes of single vehicle crashes
• Low-risk driving strategies (six positions in which a crash involving two or more vehicles, where at least one is a heavy vehicle, can occur and the appropriate defences)
• Low-risk driving strategies for six types of driving conditions (i.e. light, weather, road, traffic, vehicle and driver)
• Definition of safe heavy vehicle driving behaviours
• Driving hazards and hazard perception testing
• Effects of drugs, medication and alcohol on safe heavy vehicle driving ability
• Effects of stress and fatigue on safe heavy vehicle driving ability
• Factors and consequences of vehicle crashes and collisions
• Factors that increase potential accidents
• Hazard recognition as it relates to driving vehicles
• Humans factors and impacts on driving environments
• Importance of observation and attention as they relate to driving vehicles
• Low-risk driving techniques
• Management processes and recording procedure for vehicle collisions
• Motivation and attitudinal issues as they relate to driving vehicles
• Proactive and responsible driving behaviours
• Procedures for space and time management to avoid collisions
• Procedures to be followed in the event of a driving emergency
• Processes for hazard identification and response
• Principles of risk management as they relate to driving vehicles
• Principles of road safety
• Relevant OH&S and environmental procedures and regulations
• Road signs, signals and markings and their meanings
• Road transport law (state or territory road rules and traffic safety legislation, e.g. driver licensing, vehicle registration, alcohol and drugs, and vehicle standards)
• Rules of braking
• Rules of observation
• Rules of steering
• Safe driving strategies (safe method of driving)
• Slow speed manoeuvres
• Values and beliefs related to driving
• Vehicle controls, safety devices, instruments and indicators and their use
• Vehicle handling procedures
• Vision - understanding importance of vision to the safe and effective driving of vehicles

**Required skills:**
• Adapt appropriately to cultural differences in the heavy vehicle driver instruction environment, including modes of behaviour and interactions with others
• Apply basic and specific traffic skills while developing safe heavy vehicle driving behaviours in others
• Apply basic road skills and vehicle operation skills while developing safe heavy vehicle driving behaviours in others
• Apply multi-skills, e.g. monitoring heavy vehicle internal operational systems and monitoring driving environment, anticipating traffic hazards and instructing clients to take appropriate action
• Apply precautions and required action to minimise, control or eliminate hazards that may exist when developing safe heavy vehicle driving behaviours in others
• Apply skills for crash avoidance and management while developing safe heavy vehicle driving behaviours in others
• Assess risks
• Communicate effectively with others from diverse cultural backgrounds when driving a vehicle, including different modes of behaviour
• Communicate effectively with people of all ages, educational backgrounds and life experiences
• Conduct observations and plan required activities when developing safe heavy vehicle driving behaviours in others
• Deliver information on instructions, procedures, information and signs relevant to the driving of a vehicle
• Demonstrate higher order driving skills while developing safe heavy vehicle driving behaviours in others
• Demonstrate higher order thinking skills, including optimism bias, causal attribution and cognitive dissonance needed by instructors when developing safe heavy vehicle driving behaviours in others
• Demonstrate traffic management skills
• Demonstrate vehicle control skills
• Documentation skills related to the driving of a vehicle by others
• Guide and control a vehicle in the course of the development of safe heavy vehicle driving behaviours in others
• Implement contingency plans for unexpected events that may occur when clients are driving a vehicle
• Interpret and follow operational instructions while developing safe heavy vehicle driving behaviours in others
• Make correct decisions while developing safe heavy vehicle driving behaviours in others
• Manage a range of adverse conditions while developing safe heavy vehicle driving behaviours in others
• Manage and motivate behavioural change of clients
• Manage conflict as a trainer and as a business person
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor performance of clients in applying knowledge and techniques on safe heavy vehicle driving
• Monitor performance of vehicle and take appropriate action where required
• Negotiate complex traffic and road conditions
• Observe and interpret the driving behaviour of others
• Operate mono and dual vehicle controls as applicable
• Perceive hazards and control vehicle while developing safe heavy vehicle driving behaviours in others
• Read and interpret instructions, procedures, information and signs relevant to the analysis of safe heavy vehicle driving behaviours
• Report promptly and/or rectify identified problems, faults or malfunctions that may arise while developing safe heavy vehicle driving behaviours in others
• Road positioning skills
• Speed management skills
• Teach, facilitate learning and demonstrate skills in the development of safe heavy vehicle driving behaviours, with learner-centred approach
• Work collaboratively with other road users when driving a vehicle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:

• Road transport law, for example:
  o legislation and related regulations applicable to driving and using heavy vehicles in relevant state or territory
  o heavy vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory
  o occupational health and safety legislation in relevant state or territory
  o equal opportunity legislation in relevant state or territory
  o workplace relations legislation in relevant state or territory

Safe driving principles include:

• requirements of safe driving
• abiding by the road laws
• importance of cooperation with other road users
• importance of motivation to driving safely, which includes values, emotions and personal needs
• safe driving policies
• correct driving position
• appropriate navigational skills, including ability to plan a trip
• road safety issues
• management of fatigue, alcohol, drugs and medication
• rules and regulations applicable to safe driving
• implications of unsafe driving behaviours

Principles behind low-risk driving include:

• specific factors that constitute an actual risk of a collision
• factors contributing to the formation of opinions
• beliefs about low-risk driving
• road safety issues
• human psychological and physiological aspects
Characteristics of clients may include information in relation to:

- gender
- age (within regulatory guidelines)
- driving experience, including learner driver, mature age driver being re-tested, overseas driver and experienced driver being rehabilitated after an accident
- educational background and general knowledge
- social and economic background with diverse attitude
- effects of prior and current learning
- individual learning styles
- novice driver’s beliefs about capacity for learning to drive, i.e. their self-efficacy
- client motivation
- client’s capacity to self-monitor own learning and driving

Communication may include:

- oral, aural or signed communication
- written communication

Factors that affect client’s progress may include:

- level of confidence
- effects of previous and current learning
- decision making skills in a range of driving situations
- self-esteem and peer pressure on client
- external expectations of client performance, e.g. parents/guardians
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk)
- causal attribution (explains that a driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)

Resources may include:

- training materials and publications
- location
- personnel
- dual control vehicle
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:

- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles
Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training.

Training delivery and driving may be undertaken in/at:
- a range of vehicle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- day or night

Training delivery methods and practice may include:
- facilitation of small group discussions
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while driving
- instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice driver
- commentary driving
- combination of the above

Training sessions may include:
- one-to-one demonstration
- small group demonstration (2 to 6 persons)

Training assessment may include:
- affective, e.g. satisfaction with the program
- cognitive, e.g. knowledge and skills gain
- psychomotor skills, e.g. ability to change gear smoothly
- modification of techniques based on client feedback, e.g. by use of client feedback sheets

Training support may include:
- language and literacy specialists
- training and assessment partners
- trainers, teachers and assessors

Variables for achieving competency may include:
- participant characteristics
- resources, e.g. time, location, space, people and costs
Workplace documents and procedures may include:

- company/enterprise/organisational procedures and policies
- record of clients’ driving skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures and checklists
- emergency procedures

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements relating to safe heavy vehicle driving
  - identification of hazards and human factors that may impact on driving situations and implementation of responsive safe heavy vehicle driving practices
  - recognition of road signs and signals, and implementation of pertinent action to enable safe heavy vehicle driving

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment
  - access to an appropriate range of heavy vehicle driving environments and situations
- In both real and simulated environments, access is required to:
  - relevant and appropriate resources and/or heavy vehicles
  - applicable documentation, including heavy vehicle driving procedures, legislation, regulations and safe heavy vehicle driving policies
- Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed
- Access to assessment support must be provided when
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests, including how to:
  - explain
  - describe
  - interpret
  - convey understanding
- Practical assessment should occur:
  - through direct observation of performance, heavy vehicle driving tasks and/or simulation exercises
  - in an appropriate range of situations in a variety of driving environments
  - in adverse driving conditions
- In all cases where practical assessment is used, it will be combined with targeted questioning to assess the underpinning knowledge
- Assessment method may include consideration of third-party reports and authenticated prior achievements
TLIM308A  Develop safe motorcycle riding behaviours in others

Unit Descriptor
This unit involves the skills and knowledge required by motorcycle riding instructors to teach clients from diverse backgrounds how to develop and maintain safe motorcycle riding strategies. These strategies include recognising and dealing with behavioural barriers to learning, developing motorcycle control skills, interpreting and applying regulatory requirements and road laws, developing critical higher order skills such as hazard perception and responding appropriately, exercising risk management strategies that contribute to safe motorcycle riding techniques, and meeting community expectations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Instructional activities must be carried out in compliance with the relevant road transport law.

Work is performed without supervision. It involves the application of training competence and experience, professional motorcycle rider expertise, navigation skills, road law expertise, routine procedures and regulatory requirements to the development of safe motorcycle riding behaviour in others across a range of operational situations.

The development of safe motorcycle riding behaviours in others involves the application of adult learning principles, instructional methods and high-level safe motorcycle riding expertise to maintain the safe operation of an instructional motorcycle across a variety of riding contexts.

Definition of a motorcycle (class R) in this context is a 'two or three wheel motorcycle/motorbike'.

Competency Field
M – Training

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Deliver training on safe motorcycle riding principles

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1.1 Training objectives and methods are planned and documented
1.2 Training is conducted in a safe and accessible environment
1.3 Specific needs for training are identified and confirmed through observation and assessment of client’s capabilities
1.4 Information on safe motorcycle riding principles is made available and made clear to client
1.5 Principles behind low-risk riding are made clear to client, including specific factors that constitute an actual risk of a collision, factors contributing to the formation of opinions and beliefs about riding risks, road safety issues, and human psychological and physiological aspects

2 Demonstrate low-risk riding strategies to clients

2.1 Proactive riding techniques that keep the motorcycle rider at a low-risk level are demonstrated

2.2 Low-risk riding behaviours are demonstrated consistently, including the ability to control a motorcycle at different speeds and under variable road and weather conditions; and the ability to judge time and space in a range of traffic situations to accommodate other road users

2.3 Skills and knowledge needed to consciously make choices that will minimise risks are explained and demonstrated to client

2.4 Features and benefits of protective clothing are explained and demonstrated to client

3 Demonstrate applicable safe motorcycle riding rules and regulations to clients

3.1 Relevant rules and regulations for each motorcycle riding task are identified and clarified when riding with a client, including purpose of road rules, road signs, signals and markings

3.2 Road rules applicable to timing and space in traffic situations are explained and demonstrated to client

4 Monitor and maintain safe motorcycle riding behaviours of clients

4.1 Unsafe riding behaviours are identified and constructive feedback is provided to client in relation to hazard perception, anticipation, correct decision making in response, multitasking, and other higher order skills necessary for riding safely

4.2 Legal ramifications of riding offences are made clear to client

4.3 Importance of continuous effort and practice of low-risk riding is conveyed

4.4 Learner rider’s safe motorcycle riding competence is reviewed and adjusted, including behaviour while riding, response to other road users and ability to manage risks

4.5 Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of client

5 Evaluate clients on their safe motorcycle riding competence

5.1 Sufficient evidence requirements are specified to show consistent achievement of client’s safe motorcycle riding competence

5.2 Evaluation methods, processes and procedures are communicated clearly to client and applied consistently with the licence requirements of the state or territory regulatory authority
5.3 Learner rider’s safe motorcycle riding competence is evaluated, including ability to consistently deal with and adjust to diverse riding environments, obey road rules, perceive hazards, make correct judgements in response, anticipate and avoid collisions, and make safe decisions in stressful situations

5.4 Learner’s demonstration of safe motorcycle riding behaviours is recorded according to workplace process and procedures

6. Review evaluation of client's safe motorcycle riding competence

6.1 Process to review evaluation of the client’s safe motorcycle riding competence is established and followed by the enterprise, industry or registered training organisation

6.2 Review activities are documented, findings are validated and review approach is evaluated

6.3 Feedback is provided to client in relation to evaluation outcomes

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Barriers to learning, including motivation, attitude, cognitive behaviours, positive and negative outcomes of prior learning, language and other special needs
- Causes and effects of unsafe motorcycle riding practices
- Cognitive skills, motivation and attitudes related to safe motorcycle riding behaviours
- Causal attribution theory as it relates to riding motorcycles
- Causes of single motorcycle crashes
- Low-risk riding strategies for a range of crash situations (i.e. same, adjacent, and opposite direction crashes)
- Low-risk riding strategies for a range of riding conditions (i.e. light, weather, road, traffic, motorcycle, and rider)
- Definition of safe motorcycle riding behaviours
- Riding hazards and hazard perception testing
- Effects of drugs, medication and alcohol on safe motorcycle riding ability
- Effects of stress and fatigue on safe motorcycle riding ability
- Factors and consequences of motorcycle crashes and collisions
- Factors that increase potential accidents
- Hazard recognition as it relates to riding motorcycles
- Humans factors and impacts on riding environments
- Importance of observation and attention as they relate to riding motorcycles
- Low-risk riding techniques
- Management processes and recording procedure for motorcycle collisions
- Motivation and attitudinal issues as they relate to riding motorcycles
- Proactive and responsible riding behaviours
- Procedures for space and time management to avoid collisions
- Procedures to be followed in the event of a riding emergency
- Processes for hazard identification and response
- Principles of risk management as they relate to riding motorcycles
- Principles of road safety
- Relevant OH&S and environmental procedures and regulations
- Road signs, signals and markings and their meanings
- Road transport law (state or territory road rules and traffic safety legislation, e.g. rider licensing, motorcycle registration, alcohol and drugs, and motorcycle standards)
- Rules of braking
- Rules of observation
- Rules of steering and counter-steering
- Safe riding strategies (safe method of riding)
- Rules of body weight transfer
- Slow speed manoeuvres
- Values and beliefs related to riding
- Motorcycle controls, safety devices, instruments and indicators and their use
- Features and benefits of protective riding apparel
- Legal requirements of protective riding apparel
- Motorcycle handling procedures
- Vision - understanding importance of vision to the safe and effective riding of motorcycles

**Required skills:**
- Adapt appropriately to cultural differences in the motorcycle rider instruction environment, including modes of behaviour and interactions with others
- Apply basic and specific traffic skills while developing safe motorcycle riding behaviours in others
- Apply basic road skills and motorcycle operation skills while developing safe motorcycle riding behaviours in others
- Apply multi-skills, e.g. monitoring riding environment, anticipating traffic hazards and instructing clients to take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when developing safe motorcycle riding behaviours in others
- Apply skills for crash avoidance and management while developing safe motorcycle riding behaviours in others
- Assess risks
- Communicate effectively with others from diverse cultural backgrounds when riding a motorcycle, including different modes of behaviour
- Communicate effectively with people of all ages, educational backgrounds and life experiences
• Conduct observations and plan required activities when developing safe motorcycle riding behaviours in others
• Deliver information on instructions, procedures, information and signs relevant to the riding of a motorcycle
• Demonstrate higher order riding skills while developing safe motorcycle riding behaviours in others
• Demonstrate higher order thinking skills, including optimism bias, causal attribution and cognitive dissonance needed by instructors when developing safe motorcycle riding behaviours in others
• Demonstrate traffic management skills
• Demonstrate motorcycle control skills
• Documentation skills related to the riding of a motorcycle by others
• Guide and control a motorcycle in the course of the development of safe motorcycle riding behaviours in others
• Implement contingency plans for unexpected events that may occur when clients are riding a motorcycle
• Interpret and follow operational instructions while developing safe motorcycle riding behaviours in others
• Make correct decisions while developing safe motorcycle riding behaviours in others
• Manage a range of adverse conditions while developing safe motorcycle riding behaviours in others
• Manage and motivate behavioural change of clients
• Manage conflict as a trainer and as a business person
• Manage a group of novice riders in a range of traffic environments
• Manage a group of novice riders in an off-street training situation
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor performance of clients in applying knowledge and techniques on safe motorcycle riding
• Monitor performance of motorcycle and take appropriate action where required
• Negotiate complex traffic and road conditions
• Observe and interpret the riding behaviour of others
• Perceive hazards and control motorcycles while developing safe motorcycle riding behaviours in others
• Read and interpret instructions, procedures, information and signs relevant to the analysis of safe motorcycle riding behaviours
• Report promptly and/or rectify identified problems, faults or malfunctions that may arise while developing safe motorcycle riding behaviours in others
• Road positioning skills
• Speed management skills
• Teach, facilitate learning and demonstrate skills in the development of safe motorcycle riding behaviours, with learner-centred approach
• Work collaboratively with other road users when riding a motorcycle
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Applicable regulations and legislation may include:
• road transport law, for example:
  o legislation and related regulations applicable to riding and using motorcycles in relevant state or territory
  o motorcycle rider learner permit, rider licence requirements and issue procedures applicable in relevant state or territory
  o occupational health and safety legislation in relevant state or territory
  o equal opportunity legislation in relevant state or territory
  o workplace relations legislation in relevant state or territory

Safe riding principles include:
• requirements of safe riding
• abiding by the road laws
• importance of cooperation with other road users
• importance of motivation to riding safely, which includes values, emotions and personal needs
• safe riding policies
• correct riding position
• appropriate navigational skills, including ability to plan a trip
• road safety issues
• management of fatigue, alcohol, drugs and medication
• rules and regulations applicable to safe riding
• implications of unsafe riding behaviours

Principles behind low-risk riding include:
• specific factors that constitute an actual risk of a collision
• factors contributing to the formation of opinions
• beliefs about low-risk riding
• road safety issues
• human psychological and physiological aspects
Characteristics of clients may include information in relation to:

- gender
- age (within regulatory guidelines)
- riding experience, including learner rider, mature age rider being re-tested, overseas rider and experienced rider being rehabilitated after an accident
- educational background and general knowledge
- social and economic background with diverse attitudes
- effects of prior and current learning
- individual learning styles
- novice rider’s beliefs about capacity for learning to ride, i.e. their self-efficacy
- client motivation
- client’s capacity to self-monitor own learning and riding

Communication may include:

- oral, aural or signed communication
- written communication

Factors that affect client’s progress may include:

- level of confidence
- effects of previous and current learning
- decision making skills in a range of riding situations
- self-esteem and peer pressure on client
- external expectations of client performance, e.g. parents/guardians
- optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of riding ability; and underestimation of accident risk)
- causal attribution (explains that a rider’s actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes)

Resources may include:

- training materials and publications
- location
- personnel
- OH&S and other workplace resource requirements
- enterprise/industry standard operating procedures
- funding for training facilities, resources and staff

Road users may include:

- pedestrians
- cyclists
- drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles
Specific needs may relate to:
- age (within regulatory guidelines)
- disability (within regulatory guidelines)
- language, literacy and numeracy needs
- those requiring refresher training

Training delivery and riding may be undertaken in/at:
- a range of motorcycle types
- restricted spaces
- open roads, e.g. freeways, main and busy roads, country roads and suburban roads
- controlled or open environments
- a simulated environment
- a range of weather conditions
- day or night

Training delivery methods and practice may include:
- facilitation of small group discussions
- demonstrations
- explanations
- problem solving
- mentoring
- coaching while riding (an individual rider or a group of riders, in a public street and off-street training environments)
- instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice rider
- commentary riding
- working in a team with other instructors
- combination of the above

Training sessions may include:
- one-to-one demonstration
- small group demonstration (2 to 6 persons)

Training assessment may include:
- affective, e.g. satisfaction with the program
- cognitive, e.g. knowledge and skills gain
- psychomotor skills, e.g. ability to change gear smoothly
- modification of techniques based on client feedback, e.g. by use of client feedback sheets

Training support may include:
- language and literacy specialists
- training and assessment partners
- trainers, teachers and assessors

Variables for achieving competency may include:
- participant characteristics
- resources, e.g. time, location, space, people and costs
Workplace documents and procedures may include:

- company/enterprise/organisational procedures and policies
- record of clients’ riding skills, knowledge and abilities
- standards and certification requirements
- quality assurance procedures and checklists
- emergency procedures

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - compliance with appropriate legislative, regulatory and procedural requirements relating to safe motorcycle riding
  - identification of hazards and human factors that may impact on riding situations and implementation of responsive safe motorcycle riding practices
  - recognition of road signs and signals, and implementation of pertinent action to enable safe motorcycle riding

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment
  - access to an appropriate range of riding environments and situations
- In both real and simulated environments, access is required to:
  - relevant and appropriate resources and/or motorcycles
  - applicable documentation, including riding procedures, legislation, regulations and safe riding policies
- Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed
- Access to assessment support must be provided when required
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests, including how to:
  - explain
  - describe
  - interpret
  - convey understanding
- Practical assessment should occur:
  - through direct observation of performance, riding tasks and/or simulation exercises
  - in an appropriate range of situations in a variety of riding environments
  - in adverse riding conditions
- In all cases where practical assessment is used, it will be combined with targeted questioning to assess the underpinning knowledge.
- Assessment method may include consideration of third-party reports and authenticated prior achievements.
TLIO1007C 

Respond to cash-in-transit security incidents

Unit Descriptor
This unit involves the skills and knowledge required to respond effectively to cash-in-transit security incidents, including identifying the nature of potential security threats, selecting the appropriate emergency actions to be applied, and reporting the incident. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic security principles, routine procedures and regulatory requirements to respond to cash-in-transit security incidents.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify the nature of potential security threats

1.1 Threats or potential threats are identified, assessed and categorised as possible, actual, or false alarms
1.2 Appropriate agencies and branches are alerted to potential security threat, with all relevant details and requests for supportive action being detailed

2 Select emergency actions to be applied

2.1 Range of emergency actions are identified and analysed
2.2 Security threat and appropriate emergency plans are matched
2.3 Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, safety of the security team, members of the public and the consignment
2.4 Emergency actions are modified consistent with changes within the emergency environment

3 Report incident

3.1 Reporting arrangements are completed according to enterprise procedures
3.2 Police or other emergency services are provided with reports as required
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Organisational policies and procedures
- Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
- Organisation's transport services
- Complementary transport services
- Fare structures
- Concessional privileges
- Timetables
- Typical problems that can occur when responding to cash-in-transit incidents and appropriate action that can be taken to prevent or solve them
- Customer service requirements

Required skills:
- Communicate effectively with others when responding to cash-in-transit incidents
- Read and interpret instructions, procedures and information relevant to cash-in-transit incidents
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to cash-in-transit incidents
- Operate electronic communication equipment to required protocol
- Calculate fares
- Work collaboratively with others when responding to cash-in-transit incidents
- Resolve conflict situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when responding to cash-in-transit incidents in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when responding to cash-in-transit incidents
- Deploy staff
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when responding to cash-in-transit incidents
- Monitor work activities in terms of planned schedule
- Manage stress
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate barriers
• Validate tickets
• Apply basic mechanical skills
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions
• by day or night
Customers may be: • internal or external
Hazards may include: • vehicular and pedestrian traffic
• firearm handling
• persons with felonious intent
• uneven ground, steps, road surfaces
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
Consultative processes may involve: • clients
• private security personnel
• public sector security personnel
• police
• security consultants
• other employees and supervisors
• management
• other professional or technical staff
Incidents may include: • actual or potential breaches of security arrangements
Contingency actions may be: • as documented or adapted within scope of authority
Communication may include: • mobile and fixed phones
• radio
• oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:

- workplace procedures and policies
- operations manuals and job specifications
- relevant manufacturers specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- licensing and permits for firearms and security occupations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- state/territory OH&S regulations and legislation, including manual handling regulations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
unit

of this unit and include demonstration of applying:
o the underpinning knowledge and skills
o relevant legislation and workplace procedures
o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
o relevant and appropriate materials and/or equipment, and/or
o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
**TLIO1107C**

**Provide revenue protection measures**

**Unit Descriptor**

This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, including preparing for revenue protection activities and implementing revenue protection procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in compliance with the relevant regulations related to the protection of transport revenue.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements to the provision of revenue protection measures.

**Competency Field**

O – Security

---

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

**1 Prepare for revenue protection activities**

1.1 Strategies to check customer ticketing are planned

1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers

1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive

1.4 Staff are allocated to planned activities according to organisation procedures and policy

1.5 Staff are briefed on strategies for checking customers' tickets

**2 Implement revenue protection procedures**

2.1 Ticket checks are conducted against organisational requirements

2.2 Fares are collected or infringement notices are issued

2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies

---

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Organisational policies and procedures
• Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
• Organisation's transport services
• Complementary transport services
• Fare structures
• Concessional privileges
• Timetables
• Typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve them
• Customer service requirements

**Required skills:**
• Communicate effectively with others when providing revenue protection measures
• Resolve conflict situations
• Read and interpret instructions, procedures and information relevant to the provision of revenue protection measures
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision of revenue protection measures
• Operate electronic communication equipment to required protocol
• Calculate fares
• Work collaboratively with others when providing revenue protection measures
• Deploy staff
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when providing revenue protection measures in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when providing revenue protection measures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of revenue protection measures
• Monitor work activities in terms of planned schedule
• Manage stress
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate barriers
• Validate tickets
• Apply basic mechanical skills
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Revenue protection policy implementation could mean:
• company procedures
• sale of tickets
• confiscation of invalid tickets
• identification confirmation
• checking of concessional, special and privilege passes

Staff allocation could be to:
• comply with company procedures
• the organisation's embarking and disembarking points
• the transportation units

Resources to monitor fare compliance may include:
• company procedures
• barrier equipment
• timetable and transport system information
• tickets
• automatic ticket collection equipment
• radio
• fare schedule
• infringement notice

Strategies for the checking of ticketing can include:
• company procedures
• continuous checking
• random checking
• casual checking

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:
- workplace policies and procedures
- customer requests books
- safeworking forms
- dangerous goods manifests
- relevant regulations concerning revenue protection within transport systems
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- security and emergency procedures

Applicable regulations and legislation may include:
- relevant state/territory regulations and legislation concerned with revenue protection within transport systems
- relevant state/territory OH&S regulations and legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO1207C Manage disruptive and/or unlawful behaviour

Unit Descriptor
This unit involves the skills and knowledge required to manage disruptive and/or unlawful behaviour on transport systems, including monitoring passenger behaviour, identifying and attending to disruptive/unlawful activity, taking appropriate action to control disruptive/unlawful behaviour, and reporting and documenting incident(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the management of disruptive and/or unlawful behaviour on transport systems.

Work is performed individually, but skills are required to work within a team environment. It involves the application of routine procedures and regulatory requirements to the management of disruptive and/or unlawful behaviour on transport systems.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Monitor passenger behaviour
1.1 Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour
1.2 Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with agreed procedures
1.3 Incidents which breach legislation are identified and appropriate action is taken
1.4 Surveillance equipment is operated within legal and workplace parameters

2 Identify and resolve disruptive/unlawful activity
2.1 The nature of disruptive or unlawful behaviour is accurately assessed and, if possible, conflict is resolved using relevant conflict resolution strategies
2.2 Procedures are followed to isolate the offender(s) and minimise disruption to other passengers where appropriate
2.3 Assistance is sought from other staff and external support services where necessary
2.4 The situation is resolved and follow-up action is implemented according to the appropriate workplace rules, regulations and
3 Take action to control unlawful behaviour

3.1 Assistance is sought from other staff and external support services where necessary
3.2 The nature of the offence and the consequences of the behaviour are clearly communicated to the offender
3.3 Staff involvement in the apprehension of offenders is undertaken within legal and workplace parameters

4 Report and document incident(s)

4.1 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures
4.2 All documentation is drafted in accordance with workplace rules, regulations and guidelines

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements pertaining to the management of disruptive and unlawful behaviour on transport systems
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when managing disruptive behaviour on a transport system and related precautions to control the risk
- Transport services provided
- Procedures for the management of disruptive and unlawful behaviour
- Legal and workplace parameters with regard to unlawful behaviour
- By-laws and service rules as they apply to disruptive behaviour on transport systems
- Common law as it applies to disruptive and unlawful behaviour on transport systems
- Customer service requirements
- Typical problems that can occur when managing disruptive and unlawful behaviour on transport systems and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate and negotiate effectively with others when managing disruptive and unlawful behaviour on transport systems
- Resolve conflict situations
- Read and interpret instructions, procedures, guidelines and information relevant to the management of disruptive and unlawful behaviour on transport systems
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing disruptive and unlawful behaviour on transport systems
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when managing disruptive and unlawful behaviour on transport systems in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when managing disruptive and unlawful behaviour on transport systems
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the management of disruptive and unlawful behaviour on transport systems
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, processes and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted in: • in a range of work environments and weather conditions
• by day or night

Customers may be: • internal or external

Facilities and transportation units may include: • stations/interchanges/stops
• carriages
• buses/coaches
• amenities
• depots/other transport facilities
• cafeterias
• toilets
• ticket offices
Problems may include
- arguments
- hostilities
- fare evasion
- verbal abuse
- physical abuse
- graffiti
- lack of compliance with no smoking signs
- lack of compliance with transport regulations
- drunken behaviour

Equipment may include:
- video/audio equipment
- security services (internal or external)
- warning lighting
- security mirrors
- alarms

Contingency processes may involve:
- notification of external agencies where necessary e.g. police, security guards etc.
- assistance from other staff if necessary

Customer safety surveillance may include:
- foot patrol
- automatic camera monitoring
- local and remote monitoring
- vehicle patrol

Consultative processes may involve:
- customers
- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:
- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- workplace procedures
- established procedures
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:
- workplace procedures, regulations, guidelines practices and policies
- job specifications
- organisation insurance requirements
- reports of incidents
- documentation and records of security breaches
- conflict resolution documentation
- relevant manufacturers specifications for equipment used
- competency standards and training materials
- codes of practice and regulations concerning transport security
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency response procedures
- rules and regulations in regard to disruptive/unlawful behaviour

Applicable regulations and legislation may include:
- state/territory OH&S regulations and legislation concerning transport security
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- licensing and permits for firearms and security occupations
- relevant state/territory road rules and traffic acts

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIO1307C** Administer the security of assets and facilities

**Unit Descriptor**
This unit involves the skills and knowledge required to administer the security of assets and facilities in the transport and distribution industry, including assessing asset security requirements, developing and implementing asset security programs, and monitoring and evaluating asset security programs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant regulations of the relevant state/territory authorities related to the administration of assets and facilities in the transport and distribution industry.

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures and regulatory requirements to the administration of the security of assets and facilities in the transport and distribution industry.

**Competency Field**
O – Security

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Assess security requirements**

1.1 Adequacy of insurance cover is determined

1.2 Adequacy of physical protection over assets and facilities is determined

1.3 Methods to improve security requirements are assessed and recommended

1.4 Breakdowns/breaches of security are recorded and reported

2 **Develop and implement security programs**

2.1 Staff are consulted regularly regarding security programs

2.2 Improvements to security procedures are documented, trialed, refined and implemented

2.3 Input is given to assist in the preparation of coronial reports and enquires

2.4 Statements are gathered and reports prepared which assist in the issuance of summonses

3 **Monitor and evaluate security programs**

3.1 Reports and statements produced where security has broken down or has been breached, are analysed and conclusions documented
3.2 Security procedures are regularly monitored to ensure their implementation
3.3 Security systems are regularly tested and evaluated to ensure operational effectiveness

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements pertaining to the administration of the security of assets and facilities in the transport and distribution industry
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when administering the security of assets and facilities, and related precautions to control the risk
- Relevant operational procedures for accessing, storing, using and securing resources
- Stock handling procedures
- Basic financial procedures
- Relevant operational procedures relating to the administration of the security of assets and facilities
- Types and levels of insurance cover
- Risk management policies
- Reporting procedures
- Corporate organisation chart
- Basic legal rights and responsibilities
- Typical problems that can occur when administering the security of assets and facilities and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate and negotiate effectively with others when administering the security of assets and facilities
- Read and interpret instructions, procedures, information and signs relevant to the administration of the security of assets and facilities
- Interpret and follow operational instructions and prioritise work
- Complete documentation and records related to the administration of the security of assets and facilities
- Operate electronic communication equipment to required protocol
- Gather, collate and present data when administering the security of assets and facilities
- Work collaboratively with others when administering the security of assets and facilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when administering the security of assets and facilities in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when administering the security of assets and facilities
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Audit the security of assets and facilities
• Select and use appropriate computer and office equipment when administering the security of assets and facilities
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  in a range of work environments and weather conditions
  • by day or night

Customers may be:  • internal or external

Equipment may include:  • insurance notes and information
  • organisation security procedures
  • documentation of physical protection facilities
  • security programs

Coding identification of assets may include:  • stocktakes
  • assets register (coded and labelled)
  • monitoring insurance requirements

Regular insurance assessments may include:  • conditions of insurance
  • insurance assessment of premises
  • monitoring insurance requirements

Work organisation procedures and practices may include:  • financial/administrative procedures
  • security procedures
Consultative processes may involve:

- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Consultative processes may involve:

- private and public sector security personnel
- police
- security consultants
- other employees and supervisors
- management

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- workplace procedures
- established procedures
Information/documents may include:

- workplace procedures, regulations, guidelines practices and policies
- organisation security reports
- coronial reports and enquiries
- event statements
- summonses
- assets register
- organisation insurance requirements
- relevant manufacturers specifications and guidelines
- codes of practice and regulations concerning transport and distribution assets
- job specifications
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency response procedures

Applicable regulations and legislation may include:

- state/territory OH&S regulations and legislation concerning transport and distribution assets
- relevant Australian Standards and certification requirements
- relevant state/territory insurance legislation
- relevant state/territory legislation relevant to asset security

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
TLIO1507B Maintain security of railway property and revenue

Unit Descriptor
This unit involves the skills and knowledge required to maintain the security of railway property and revenue in accordance with regulatory and workplace requirements, including monitoring and maintaining security of railway property, securing cash revenue, and securing railway property. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant regulations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when maintaining the security of railway property and revenue as part of workplace activities in the transport and allied industries.

Competency Field
O – Security

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Monitor and maintain the security of railway property

1.1 Security procedures for the workplace are correctly followed
1.2 Team members are informed of workplace security procedures
1.3 Team members are provided with feedback in regard to the implementation of security procedures
1.4 The security of railway property is monitored and situations, behaviour or other evidence indicating a possible breach of security are recorded and reported in accordance with workplace procedures and relevant regulatory requirements
1.5 Matters that may potentially affect railway security are reported in accordance with workplace procedures and policy

2 Secure cash revenue

2.1 Reconciliation procedures are followed and full and correct documentation is provided
2.2 Legal and regulatory requirements for stock and cash handling are followed
2.3 Security of cash, cash registers and keys are maintained in accordance with workplace procedures and policy

3 Secure railway

3.1 All moveable items are identified and secured in accordance
3.2 Risks of theft are identified and measures are taken to minimise theft of easily stolen railway property in accordance with workplace procedures.

3.3 Records of action taken to secure railway property are maintained in accordance with workplace requirements.

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes of practice relevant to maintaining the security of railway property and revenue.
- Relevant OH&S procedures and guidelines.
- Workplace procedures and policies for maintaining the security of railway property and revenue.
- Workplace security layout.
- Workplace security systems and requirements.
- Cash-handling procedures.
- Insurance and public liability implications.
- Equipment and materials used when maintaining the security of railway property and revenue, and precautions and procedures that should be followed in their use.
- Problems that may occur when maintaining the security of railway property and revenue and appropriate action that can be taken to resolve the problems.
- Documentation, reporting and record requirements.
- Communication and negotiation requirements when maintaining the security of railway property and revenue.

Required skills:

- Communicate, consult and negotiate effectively with others when maintaining the security of railway property and revenue.
- Read and interpret instructions, procedures, information and manuals relevant to the security of railway property and revenue.
- Interpret and follow operational instructions and prioritise work.
- Complete documentation related to the security of railway property and revenue.
- Operate electronic communication equipment to required protocol.
- Work collaboratively with others when maintaining the security of railway property and revenue.
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others.
- Promptly report and/or rectify any identified problems that may arise when maintaining the security of railway property and revenue in accordance with regulatory requirements and workplace procedures.
• Implement contingency plans for unanticipated situations that may occur when maintaining the security of railway property and revenue
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant equipment and materials when maintaining the security of railway property and revenue
• Adapt to differences in equipment in accordance with standard operating procedures
• Monitor performance of security equipment and take appropriate action if required
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  • by day or night
                          • in a range of work environments
                          • in restricted spaces
                          • in exposed conditions
                          • in controlled or open environments

Work may involve exposure to:  • chemicals
                                   • dangerous or hazardous substances
                                   • movements of equipment, goods and vehicles

Resources may include:  • security documentation
                         • security instruments

Work organisation procedures and practices may include:  • financial/administrative procedures
                                                       • security procedures

Consultative processes may involve:  • private and public sector security personnel
                                        • police
                                        • security consultants
                                        • other employees and supervisors
                                        • management
Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace security procedures, regulations, guidelines practices and policies
- job specifications and induction materials
- work orders and operational manuals
- workplace security reports
- workplace cash-handling requirements
- event statements
- assets register
- organisation insurance requirements
- relevant manufacturers specifications and guidelines
- codes of practice and regulations concerning transport and distribution assets
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency response procedures

Applicable regulations and legislation may include:

- state/territory OH&S regulations and legislation concerning railway security
- relevant Australian Standards and certification requirements
- relevant state/territory insurance legislation
- relevant state/territory legislation relevant to asset security
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO1607B Apply and monitor workplace security procedures

Unit Descriptor
This unit involves the skills and knowledge required to apply and monitor security procedures in workplaces in the postal, warehousing, stevedoring, transport, distribution and allied industries in accordance with workplace and regulatory requirements. This includes checking and monitoring personnel and goods entering the worksite, carrying out surveillance of work areas, dealing with security incidents and emergencies, and completing required reports and surveillance documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the security procedures in the workplace.

Work is performed under some supervision, generally within a team environment.

Work involves the application of workplace procedures and regulatory requirements to security operations as part of work activities in the postal, warehousing, stevedoring, transport, distribution and allied industries.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Check and monitor personnel and goods entering the existing worksite

1.1 The entry and/or exit of personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations to prevent improper entry or unlawful removal of goods and cargo

1.2 Potential breaches of security which may cause goods to be at risk are observed and reported promptly to designated personnel in accordance with workplace procedures

2 Carry out surveillance of work areas

2.1 Surveillance of work areas is in accordance with workplace procedures and regulatory requirements

2.2 Breaches of security are identified and action is initiated and/or the incident reported in accordance with workplace procedures and regulatory requirements

3 Deal and write reports

3.1 Security incidents/emergencies are dealt with in accordance
on security incidents
emergencies

3.2 Appropriate police/security/emergency services are contacted, if required, in accordance with workplace procedures
3.3 Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements

4 Complete required
documentation

4.1 Surveillance documentation and reports are completed and files despatched in accordance with workplace procedures and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo, freight and mail
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace security procedures and policies when transferring cargo/freight/mail
- Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight/mail
- Security problems that may occur when transferring cargo, freight and mail and appropriate action that can be taken to resolve or avoid the problems
- Site layout and operating procedures
- Types of hazardous cargo and special handling procedures
- The marking and numbering systems for cargo/freight/mail
- Relevant bond, quarantine or other legislative requirements

Required skills:
- Communicate effectively with others when applying and monitoring security procedures for cargo, freight and mail
- Read and interpret instructions, procedures and information relevant to the security of cargo, freight and mail
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the security of cargo, freight and mail
- Receive, acknowledge and send messages with available communications equipment
- Work collaboratively with others when applying and monitoring security procedures for cargo, freight and mail
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when applying and monitoring security procedures for cargo, freight and mail in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when applying and monitoring security procedures for cargo, freight and mail
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements.
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo, freight and mail
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Workplaces may comprise:
• large, medium or small worksites

Customers may be:
• internal or external

Work may be conducted in:
• limited or restricted spaces
• exposed conditions
• controlled or open environments

Hazards may include:
• vehicular traffic and pedestrians
• dust and vapours
• chemicals and hazardous or other dangerous materials
• humidity, air temperature
• lighting conditions
• movements of equipment, goods, and materials
• noise

Security procedures for high value goods may include:
• identification codes/marks/numbers identified and recorded
• goods to be secured are tallied
• storage location matches product characteristics including fire risks, weather damage or requirements workplace
• reporting of shortages and damage
Recording procedures for the receipt/delivery of cargo/freight/mail etc. may include:

- carrier and vehicle registration
- cargo/freight/mail, including marks/numbers/identification codes
- cargo/freight/mail documentation
- number of pallets
- gate pass and time of exit

Documentation may include:

- export receipt advice
- customs clearance
- gate pass/VMO clearance

Depending on workplace context, authorised personnel seeking entry to terminal/wharf/workplace may include:

- carriers
- customs
- officers of the Australian Quarantine and Inspection Service
- port authority
- shipping agents
- employees of related industries
- work crews
- union representatives
- contractors
- site visitors
- contractors
- official representatives

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Surveillance areas may include:

- buildings, gates and perimeter fence
- personnel and property are authorised to be in a secured area
- customers, visitors and contractors are safe
- monies, premises and equipment are secure

Information/documents may include:

- workplace policies, operating procedures and practices
- goods identification numbers and codes
- manifests, consignment notes, bar codes, and container identification/serial number
- Australian and international codes of practice and regulations relevant to the secure transfer of cargo/freight/mail/parcels including ADG Code
- dangerous goods declarations and material safety data sheets (where applicable)
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and/or/client instructions'
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations for the transfer of cargo/freight/mail
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- licence, patent or copyright arrangements
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is
required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIO1707A Manage security of storage facilities

Unit Descriptor
This unit involves the skills and knowledge required to manage security of storage facilities. It includes assessing security risks; specifying security requirements; and implementing, monitoring and reviewing storage security plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assess security risks
1.1 Records of security breaches, thefts and damage are reviewed to identify past security incidents of storage facilities
1.2 Assessment of potential risks to the security of stock, personnel, facilities, information and equipment are made, considering both internal and external factors
1.3 Discrepancies between identified risk and current security of storage facilities are noted

2 Specify security requirements
2.1 Decisions and adjustments to equipment and procedures regarding security for the facilities are made based on risk assessment
2.2 Questions and feedback from stakeholders are sought and responded to promptly
2.3 A finalised storage security plan offering optimal security of storage facility is devised taking into all feedback and assessments of security risks

3 Implement storage security plan
3.1 Storage security plan is implemented with appropriate workplace personnel informed
3.2 Competency needs for staff to implement security plan is addressed with allocation of training
3.3 Equipment and needs for improvements are allocated and/or obtained
3.4 Storage security plan, policies and procedures are trialled in
conjunction with a system for feedback to identify and suggest further improvements

4 Monitor and review storage security plan performance

4.1 Security reports are collated and categorised
4.2 Reports are compared to identify any trends in breaches
4.3 Security procedures are modified to rectify any gaps identified

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations, codes of practice and legislative requirements relevant to the planning and management of security procedures within a workplace
- Relevant OH&S and environmental procedures and regulations
- Licence and permit requirements relevant to security procedures
- Relevant Australian Standards and certification requirements
- Workplace procedures for the planning and management of security procedures
- Problems that may occur during the planning and management of security procedures and action that can be taken to resolve the problems
- Risks and hazards related to the planning and management of security procedures and ways of controlling the risks involved
- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
- Focus of operation of security systems, resources, management and workplace operating systems
- Resource availability including the competencies of individuals in the team/group

Required skills:
- Communicate effectively with others when completing work activities to ensure security approaches are understood and implemented
- Complete documentation related to work activities including documentation of loss, damage or other security issue
- Work collaboratively with others in order to enhance security awareness
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Monitor work activities in terms of planned schedule
- Monitor performance of equipment or technology designed to enhance security
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Regular insurance assessments may include:
- conditions of insurance
- insurance assessment of premises
- monitoring insurance requirements

Security coding for the identification of assets may include:
- stocktakes
- assets register (coded and labelled)

Worksite environment may involve:
- twenty-four hour operation
- single and multi-site location
- large, medium and small workplaces
- security may be provided by internal or contract staff

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- police
- security consultants
- relevant authorities, government departments and institutions
- other employees and supervisors
- suppliers of security equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
Documentation and records may include:

- insurance notes and information
- documentation of physical protection facilities
- security programs operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to ADG code
- dangerous goods declarations and material safety data sheets, where applicable
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:

- relevant planning and management of security procedures within a workplace
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO1807A Manage compliance with customs excise

Unit Descriptor
This unit involves the skills and knowledge required to manage compliance with customs excise. It includes determining the rate of excise under the Customs Tariff Act 1995; determining any conditions and exceptions which apply to goods; interpreting concessional rates of duty; calculating duty amount; and following documentation requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
O – Security

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine the rate of excise under the Customs Tariff Act 1995

1.1 Classification of the goods are made according to the Customs Tariff Act 1995
1.2 Those goods which incur a customs excise are identified
1.3 The appropriate rate of excise is determined and applied to the goods

2 Determine any excise conditions and exceptions which apply to the goods

2.1 Tariff classification is applied to the goods
2.2 Determination is made as to whether the goods qualify for preferential treatment under free trade agreements and other preferential trade agreements
2.3 Special duty rates for the goods are determined
2.4 Determination is made regarding what types of duty applies to the goods

3 Interpret concessional rates of duty according to the Customs Tariff Act 1995

3.1 Interpretative rules of Schedule 2 of the Customs Tariff Act 1995 are applied
3.2 Duty concession AusIndustry assistance schemes are applied to the goods
3.3 The relevant tariff concession order is interpreted

4 Calculate duty amount

4.1 The duty amount payable is calculated
4.2 Accuracy of the duty calculation is verified
4.3 INCOTERMS 2000 relevant to the invoice are identified
4.4 Determination is made as to whether and when duty is payable

5 Follow documentation requirements
5.1 Relevant documentation is passed on to the client
5.2 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Customs Tariff Act 1995 and regulations as they relate to refunds, remissions and drawbacks
• The structure and application of anti-dumping laws in Australia
• Differences between the Tariff Concession (TCS) from the By-Law System and other industry assistance initiatives
• The use of the Penalties and Infringement Notice Scheme
• The various forms and functions of securities and temporary importations
• Recovery of shortpaid duties
• The procedures in Payments Under Protest
• Seizure, Forfeiture and Condemnation as it relates to customs clearance practices
• Requirements for preferential treatment of goods under free trade agreements or preferential trade agreements
• Sources of information on new developments in customs clearance practices
• Ways of learning the skills and knowledge required for new developments in customs clearance practices
• Procedures for operating electronic communications equipment
• Requirements for completing relevant documentation
• Code of practice for working collaboratively with others
• Steps involved in planning the work activities

Required skills:
• Negotiate, communicate and liaise effectively with customers and others
• Select and use relevant computer/communication/office equipment when carrying out customs clearance operations
• Read and interpret instructions, procedures and information relevant to customs clearance practices
• Complete documentation related to work activities
• Work collaboratively as part of a customs broking team
• Present information using appropriate media and technology
• Identify, interpret and learn skills and knowledge required for relevant new developments in freight services
• Plan and organise work activities when carrying out customs clearance operations
• Deal with routine issues that may arise when carrying out customs clearance operations
• Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Implement contingency plans for unplanned events

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Depending on the organisation concerned, workplace procedures may be called:
• standard operating procedures (SOPs)
• company procedures
• enterprise procedures
• organisational procedures
• established procedures

Communication in the work area may include:
• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• RF systems
• oral, aural or signed communications

Consultative processes may involve:
• other employees and supervisors
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists
Documentation and records may include:

- customs and related legislation
- other regulatory requirements pertaining to border clearance functions
- relevant sections of the Australian Customs Manual
- dumping commodities register
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for border clearance functions
- workplace procedures and policies
- client instructions
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- dangerous goods declarations and material safety data sheets, where applicable
- relevant Australian Standards and certification requirements
- workplace relations regulations

Applicable legislation and regulations may include:

- Australian Customs Tariff Act 1995
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- workplace relations regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO1907A  

**Apprehend offenders**

**Unit Descriptor**

This unit covers the knowledge and skills required to determine offences committed under relevant public transport legislation. It includes preparing for operational activities; carrying out ticket checks; observing and/or detecting offences; performing an arrest; gathering evidence for reports and records; and completing, reviewing and submitting required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work involves the duties and tasks applicable to authorised officers working on public trams, trains and buses.

**Competency Field**

O – Security

---

**ELEMENT**

Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for operational activities

1.1 Participation in briefing meetings on operational duties is undertaken and appropriate instructions are received and correctly interpreted in performing the duties of an authorised officer

1.2 All equipment and operational documentation required for operational duties are obtained before commencement, in accordance with policy and procedures

2 Carry out ticket check

2.1 Vehicle or operational area is entered in accordance with policy and procedures

2.2 Ticket issuing and validating equipment are checked to ensure correct operation and relevant faults and malfunctions are recorded and/or reported in accordance with policy and procedures

2.3 Where appropriate, passengers are advised that a ticket inspection will commence, in accordance with policy and procedures

2.4 Tickets are inspected in accordance with policy and procedures, relevant acts and/or regulations either independently or in collaboration with other authorised officers

3 Observe and/or detect offence

3.1 Ticket irregularities are detected in accordance with policy and procedures
3.2 Other offences as specified in the relevant acts and/or regulations are observed and recorded, as appropriate

3.3 Offenders are questioned to ascertain if a reportable offence has occurred

3.4 Decisions are made on appropriate action in accordance with the relevant acts and/or regulations and policy and procedures

3.5 Appropriate actions are carried out in accordance with policy and procedures

4 Perform arrest

4.1 Assessments are carried out to ensure the arrest is warranted and can be made in accordance with the relevant act and/or regulations and policy and procedures

4.2 Assistance, where required, is sought in a timely manner in accordance with policy and procedures

4.3 Arrests are carried out with regard to all legal and organisational policy and procedures

4.4 Offenders are detained in accordance with the relevant Act and/or regulations and policy and procedures, prior to hand over to police

5 Gather evidence for reports and records

5.1 Appropriate evidence is collected and or recorded in accordance with the principles of the 'points of proof' for the offence concerned

5.2 Offenders are questioned, to collect additional information for the reports

5.3 Exhibits relevant to the offence are collected and attached to the reports

6 Complete required reports and records

6.1 Field reports of non compliances are compiled in accordance with policy and procedures

6.2 Relevant information and offences, observations and conversations are recorded in accordance with policy and procedures.

7 Review and submit all required documentation

7.1 All required documentation is checked for content, relevance and validity in accordance with policy and procedures

7.2 All field reports of offences are checked to see if all sections are completed to ensure the sufficiency, accuracy and integrity of the evidence

7.3 All reports and documentation are lodged in accordance with policy and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislation and regulations, including case law
- Standard operating procedures and policies for apprehending offenders
- Principle of ‘points of proof’
- Code of conduct for the apprehension of offenders
- Procedures for checking tickets and validating machines
- Ways of observing and detecting offences
- Options available following observation and detection of offences
- Procedures for the use of the phonetic alphabet
- Procedures for completing all required documentation

Required skills:
- Communicate effectively with others when apprehending offenders
- Access, read, interpret and apply instructions, regulations and standard operating procedures relevant to apprehending offenders in a transport context
- Complete reports, records and other documentation related to apprehending offenders in a transport context
- Work in accordance with instructions
- Interact with customers
- Work collaboratively with others including requesting assistance to restrain an offender
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Observe passengers carrying out suspected offensive activities and decide whether or not they should be apprehended
- Promptly solve and/or report any identified problems when apprehending offenders in a transport context
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Maintain currency on all operational procedures
- Apply legal arrest and detention techniques
- Use reasonable force when apprehending offenders in a transport context
- Use the phonetic alphabet
- Apply personal safety techniques
- Select and utilise equipment and communication technology required when apprehending offenders in a transport context
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Briefing may include:
- required operational duties for the shift
- special instructions
- updates on legislation
- enforcement directives as announced

Equipment may include:
- ticket issuing and validating equipment
- portable ticket readers

Operational documentation may include:
- mobile communication equipment
- official identification
- official notebook and report of non-compliance
- fares and travel guide
- ticket manual

Operational area may include:
- designated areas in railway stations
- on board trains, trams and buses
- tram and bus stops

Relevant acts and/or regulations may include:
- transport act and legislation
- regulations under the act
- OH&S legislation
- privacy legislation

Detected may include:
- checking tickets
- observing offenders committing offences
- acting on information received

Offences may include:
- offences under the relevant legislation
- ticket irregularities
- behavioural irregularities
- vandalism
- fraud
- theft
- assault
- criminal damage
Action may include:

- reported offence
- direct offender to buy or validate ticket
- direct offender to leave premises
- remove offender from vehicle
- give a warning
- contact police
- arrest offender

Reports may include:

- details of offence
- details of offender
- reason for offence
- details of journey
- other pertinent details
- details of the corroborator
- police details when in attendance
- accompanying offenders

Documentation/records may include:

- code of conduct
- company policies and procedures
- departmental directives
- operational procedures
- official notebook
- ticket manual

Applicable legislation, regulations and codes may include:

- transport legislation and associated regulations
- relevant case law
- code of conduct

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
o relevant and appropriate materials and/or equipment, and/or
o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLIO207D  Follow security procedures

Unit Descriptor
This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industries, including checking and maintaining the security of any goods and cargo; ensuring the security of any passengers, workplace personnel and visitors; identifying and reporting any security threats or situations; and completing all required security records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable security regulations and the relevant sections of a transport organisation's workplace security program and procedures.

Work is performed under some supervision generally within a team environment. It involves the application of an organisation's workplace security program and procedures and regulatory requirements to ensure that appropriate security procedures are followed when carrying out work activities in the transport, distribution, logistics and allied industries.

Competency Field
O – Security

ELEMENT  PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Maintain security of goods and cargo (where applicable)
1.1 Where applicable, goods and cargo are secured within specified locations, transport vehicles, vessels or aircraft as per workplace security procedures and applicable security regulations
1.2 Seals, tamper proof packaging, locks and other security measures on goods or cargo are checked and maintained as per workplace security procedures
1.3 Signs of pillaging, theft and interference are recognised and reported
1.4 Signs of suspicious goods and cargo are recognised and reported promptly to designated personnel
1.5 Any breaches of security requirements are reported promptly to designated personnel as per workplace security procedures

2  Maintain security of passengers, workplace personnel and visitors
2.1 Where applicable, security checks of passengers, workplace personnel and visitors are carried out as per workplace security program and procedures and within limits of role and responsibilities
2.2 Precautions and measures aimed at protecting the security of passengers, workplace personnel and visitors are followed as per workplace security requirements and applicable security regulations.

2.3 Signs of security threats are recognised and investigated as per workplace security requirements.

2.4 Signs of suspicious behaviour of passengers or other personnel are recognised and reported promptly to designated personnel.

2.5 Any breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures.

3 Identify a security threat or situation

3.1 Security threat or situation is promptly identified and assessed and response is prioritised in accordance with the workplace security program and procedures.

3.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures.

3.3 Relevant personnel are alerted to the security threat or situation as required within workplace security procedures and program.

3.4 Communications are maintained with relevant personnel to determine appropriate course of action.

4 Respond to a security threat or situation

4.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan where relevant.

4.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care.

4.3 Responsibilities are fulfilled in accordance with the workplace security program and regulatory requirements.

4.4 Assistance is provided in controlling the site both prior to and following arrival of security and/or emergency services.

4.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene.

4.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions.

5 Maintain security records

5.1 Records of security checks and precautions are kept as per workplace procedures.

5.2 Reports of security incidents or threats are completed in accordance with workplace requirements and applicable.
security requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines
- Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies
- Relevant quarantine and bond regulations and requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them
- Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels
- Signs of pillaging, theft and interference with goods, cargo and mail
- Signs of suspicious behaviour of passengers and other personnel
- Precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors
- Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries
- Security problems that may occur when carrying out operations in the transport and logistics industries and action that can be taken to address and resolve the problems
- Relevant documentation and reporting requirements
- Layout of worksite, vehicle, vessel, train or aircraft and operating procedures
- Procedures for operating any electronic communications equipment with required protocol

Required skills:
- Communicate effectively with others when following security procedures
- Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries
- Complete required documentation and reports related to security procedures
- Work collaboratively with others when following security procedures
- Identify and solve and/or report problems that arise when following security procedures
- Modify activities depending on differing workplace contexts, risk situations and environments
- Adapt to differences in equipment, facilities, cargo and passengers
- Apply procedures for security checks and precautions as per limits of role and responsibilities
- Recognise signs of pillage, theft and interference with goods, cargo and mail
- Recognise signs of security threats and situations
• Promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures
• Follow security threat/incident response plan and procedures
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant communications and other equipment required when following security procedures
• Select and use required personal protective clothing and equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Transport and logistics enterprises may involve:
• warehousing and distribution
• road transport
• rail transport
• aviation
• maritime
• freight forwarding and customs broking
• multimodal transport and logistics

Work may be conducted:
• in a range of work environments by day or night, including in large, medium or small transport terminals and storage facilities and on vehicles, trains, aircraft and vessels

Security procedures may be aimed at preventing or identifying:
• persons trespassing on security zones and restricted areas
• carriage or storage of prohibited goods
• the carriage of improvised explosive devices in cargo and mail
• smuggling of goods
• pillage, theft and interference with cargo, goods and mail
• acts or threats of terrorism
• hijacking of a vehicle, train, aircraft or vessel
• extortion
• assault
• fraud
• vandalism and graffiti
Security measures may include:
- security guards at access points and gates to secured areas
- locked doors, gates and fences
- use of personal electronic access cards
- recording of carrier and vehicle registration details at gates and checkpoints
- bag check points
- escorts for visitors in restricted areas
- access control into and out of restricted security areas
- use of ID cards
- video surveillance equipment
- X-ray screening of baggage, cargo and goods
- ETD screening of passengers, baggage, cargo and goods
- screening of passengers using handheld and walk through magnetometers

Communication in the work area may include:
- phone
- radio
- fax
- email
- electronic data transfer (EDI)
- internet
- oral, aural or signed communications

Personal protection equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Depending on the organisation concerned workplace procedures may be called:
- standard operating procedures
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information and documents may include:

- Australian transport security legislation and regulations
- Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- workplace security program and related policies and procedures
- workplace standard operating procedures and policies
- signs and instructions pertaining to security matters
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- tickets, labels, manifests, bar codes, and container identification/serial numbers (as applicable)
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)

Applicable legislation, regulations and codes may include:

- Australian transport security legislation and regulations
- Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- export/import/quarantine/bond regulations
- relevant state/territory OH&S legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
Resources for assessment include:
- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:
- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO307C Undertake loading and unloading in a designated secured environment

Unit Descriptor
This unit involves the skills and knowledge required to undertake loading and unloading of cash-in-transit in a designated secured environment, including selecting loading site, undertaking load transfer, and completing required transfer documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state or territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in designated secured environments.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Select loading site
1.1 Plans of site access, exit points and key physical features are identified
1.2 Site for goods transfer is selected in accordance with security plan and with due regard for own safety, safety of security team, members of the public and consignment
1.3 Loading site(s) mandated by customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security
1.4 Alternative sites are identified where pre-determined site is assessed as inappropriate
1.5 Proposed changes to loading site(s) are referred to management personnel and authorisation sought where appropriate

2 Undertake load transfer
2.1 Permission to enter and exit loading area (where required) is obtained in accordance with enterprise procedures
2.2 Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques, are undertaken in accordance with operational plan and regulatory requirements
2.3 Contingency plans are identified and confirmed with other team members
2.4 The environment is constantly monitored to maintain a safe working environment
2.5 Goods are identified and details are verified and checked for conformity with manifest
2.6 Non-conforming consignments are documented and reported in accordance with enterprise procedures
2.7 Load characteristics are identified and considered when determining appropriate loading and unloading procedures
2.8 Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements
2.9 Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements

3 Complete transfer documentation
3.1 Details of consignment delivery are verified by client or client representative
3.2 Transfer documentation is completed in accordance with enterprise procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory permit and licence regulations and requirements
- OH&S procedures and guidelines concerning the lifting and movement of loads
- Risks and hazards when transferring cash-in-transit and related precautions to control the risk
- Operational procedures for identification of security risks
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Typical problems that can occur when loading and unloading cash-in-transit in a designated secured environment and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when loading and unloading cash-in-transit in a designated secured environment
- Read and interpret instructions, procedures, information and labels relevant to the loading and unloading of cash-in-transit in a designated secured environment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the loading and unloading of cash-in-transit in a designated secured environment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when loading and unloading cash-in-transit in a designated secured environment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems or incidents that may occur when loading and unloading cash-in-transit in a designated secured environment in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during loading and unloading cash-in-transit in a designated secured environment
• Plan own work including predicting consequences and identifying improvements
• Apply relevant agreements, codes of practice or other legislative requirements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, processes and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Safely use correct manual handling techniques
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Hazards may include:
• vehicular and pedestrian traffic
• firearm handling
• persons with felonious intent
• uneven ground, steps, road surfaces
• contamination of, or from, materials being handled
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
Consultative processes may involve:

- clients
- private security personnel
- public sector security personnel
- police
- security consultants
- other employees and supervisors
- management
- other professional or technical staff

Consignment risk may include:

- staff fidelity
- other theft
- loss through negligence

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Security systems/devices may include:

- two key safes
- ATM vaults
- surveillance cameras
- VCRs
- alarm systems
- access control systems
- time delay devices

Secured environment may be:

- on or off normal site of operations

Security arrangements are varied in line with:

- workplace policies and procedures

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios
Information documents may include:

- workplace procedures and policies
- job specifications
- relevant manufacturers specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory OH&S regulations and legislation, including manual handling regulations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- licensing and permits for firearms and security occupations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
TLIO307C  Undertake loading and unloading in a designated secured environment

- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO407D Conduct control procedures for transferring explosives and dangerous/hazardous/high risk goods

Unit Descriptor
This unit involves the skills and knowledge required to conduct safety and hazard control procedures for transferring dangerous goods including clarifying movements of explosives, hazardous or high risk goods; implementing safety and hazard control procedures for loading, unloading or goods movement activities; and reviewing and completing goods transfer operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant state/territory regulations concerning the transfer of dangerous goods, hazardous substances and high risk goods and involves the application of routine procedures and relevant regulatory requirements.

Work is performed under general supervision.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Clarify movements of explosives and dangerous, hazardous or high risk goods

1.1 Schedule details, nature of risk, special precautions and procedures are clarified with line managers or supervisory staff

1.2 Information is collected/checked against workplace procedures and relevant regulatory framework

1.3 Activities requiring special approvals or workplace procedure changes are identified and approvals obtained

1.4 Safety and hazard control procedures are communicated to relevant parties

2 Implement safety and hazard control procedures for loading, unloading or goods movement activities

2.1 Transfer operations are conducted in accordance with workplace procedures and relevant legislation

2.2 Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors

2.3 Procedures to control movement of equipment and personnel within the goods movement area affected by the risks are implemented

2.4 Safety and hazard control procedures are monitored and
maintained with action taken to modify procedures where necessary (in accordance with scope of authority)

2.5 Goods are moved within relevant workplace procedures and statutory regulations

3 Review and complete goods transfer operation

3.1 Completed activities are checked against operational plan
3.2 Relevant documentation is completed
3.3 Specialised equipment used for the process is maintained and stored
3.4 Worksite is checked and returned to operational status

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory mass and loading and other relevant regulations, codes and permit requirements as they apply to the transfer of explosives and dangerous/hazardous/high risk goods
- OH&S procedures and guidelines concerning the transfer of explosives and dangerous/hazardous/high risk goods
- Risks when transferring explosives and dangerous/hazardous/high risk goods and related precautions to control the risk
- Workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods
- Equipment applications, capacities, configurations, safety hazards and control mechanisms
- Housekeeping standards procedures required in the workplace
- Methods of securing a vehicle following the loading of explosives and dangerous/hazardous/high risk goods
- Relevant permit and licence requirements
- Typical problems that can occur when transferring explosives and dangerous/hazardous/high risk goods and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods
- Read and interpret instructions, procedures, information and signs relevant to the transfer of explosives and dangerous/hazardous/high risk goods
- Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the transfer of explosives and dangerous/hazardous/high risk goods
- Operate electronic communication equipment to required protocol
• Estimate the mass, volume and special handling requirements of a load
• Work collaboratively with others when controlling the transfer of explosives and
dangerous/hazardous/high risk goods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour
and interactions with others
• Promptly report and/or rectify any identified problems that may occur when controlling the
transfer of explosives and dangerous/hazardous/high risk goods in accordance with regulatory
requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when controlling the
transfer of explosives and dangerous/hazardous/high risk goods
• Recognise hazards and apply precautions and required action to minimise, control or
eliminate hazards that may exist during the transfer of explosives and
dangerous/hazardous/high risk goods
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and
environments
• Work systematically with required attention to detail without injury to self or others, or
damage to goods or equipment
• Identify and correctly use equipment required to load explosives and
dangerous/hazardous/high risk goods
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S
standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and
situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Vehicle refers to: • all applicable transportation modes

Transfer of dangerous goods/
hazards substances and high risk
goods may require: • special precautions and handling procedures as specified
by the manufacturer
Hazards in the work area may include exposure to:

- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spills, leakages, ruptures
- dust/vapours
- ignition sources

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

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- mask or respirator and breathing apparatus
- high visibility clothing

Load restraint systems are:

- as detailed in the National Load Restraint Guide

Transport documentation may include:

- Initial Emergency Response Guide
- Emergency Procedure Guide
- descriptions for explosives and dangerous goods/hazards substances and high risk goods (i.e. class, and division, shipping name, UN number, current ADG declarations, material safety data sheets, etc.)

Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting and/or handling equipment
- incident breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
- ADG declarations
Consultative processes may involve may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- management and union representatives
- industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff

Communication in the work area may include:
- phone
- electronic data interchange
- fax
- email
- internet
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Safety equipment on vehicle may include:
- fire extinguishers
- portable warning devices
- eye wash kit
Information/documents may include:

- Safe Working Load (SWL) and Working Load Limit (WLL)
- manifests, bar codes, goods and product identification
- manufacturers specifications, instructions and labelling advice including material safety data sheets
- workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods
- goods identification numbers and codes, including IMDG markings and HAZCHEM signs
- supplier and/or client instructions
- operations manuals, job specifications and induction documentation
- competency standards and training materials
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards for the types of explosives and dangerous/hazardous/high risk goods concerned
- relevant state/territory environmental protection legislation
- workplace relations regulations
- equal opportunity and affirmative action legislation
- equal opportunity legislation
- relevant state/territory OH&S legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing operational suitability of equipment and vehicles pertinent to transfer of explosives and dangerous/hazardous/high risk goods
  - estimating weight and dimensions of load and any special handling requirements
  - determining (any) required permits
  - identifying hazards and implementing safety and hazard control procedures and requirements to minimise risks when transferring explosives and dangerous/hazardous/high risk goods
  - selecting appropriate equipment and work systems to enable safe, efficient work

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO407D Conduct control procedures for transferring explosives and dangerous/hazardous/high risk goods
TLIO5020A Advise on and manage security and safety in international freight transport

Unit Descriptor
This unit involves the skills and knowledge required to advise customers on security and safety requirements within international freight transport and manage the security and safety arrangements for international freight. This includes assessing international freight transport security and safety risks; specifying international transport security and safety requirements; implementing transport security and safety plans and policies; and monitoring and reviewing security and safety system performance. International freight forwarding covers the importing, exporting and transiting of freight. There are no specific licensing or certification requirements applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for persons involved in advising on and managing security and safety in international freight transport as part of advanced international freight forwarding functions.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, perform detailed analyses, use discretion and judgement, and take responsibility for the quality of their outputs.

All activities are carried out in accordance with relevant organisational policy and procedures, as well as national and global codes of practice and regulations applicable to international freight forwarding.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assess international freight transport security and safety risks

1.1 Records of international freight transport security and safety breaches, thefts, accidents and damage are reviewed to identify past security and safety incidents

1.2 Assessment of potential risks to the security and safety of freight, personnel, facilities, information and equipment are made, considering both internal and external factors

1.3 Relative risks from a range of sources are assessed and compared with existing security and safety measures

1.4 Discrepancies between identified risk and current security and safety processes are noted

2 Specify international freight transport security and safety requirements

2.1 Decisions and adjustments to security and safety equipment,
facilities and services are made based on risk assessment in relation to benefits to the freight forwarding customer and the freight forwarding organisation

2.2 Transport security and safety plans including performance indicators are prepared in accordance with workplace and regulatory requirements, and circulated for feedback prior to implementation

2.3 Security and safety arrangements for international freight forwarding activities are documented, and implementation strategies are established as per the freight forwarding organisation’s transport security and safety plans and transport security and safety regulations

2.4 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated in the plans

3 Implement transport security and safety plans and policies

3.1 Priorities for implementation are identified, and management and workplace personnel are informed

3.2 Competency needs for the work are identified, and staff allocated and/or trained and assessed to meet those needs

3.3 Equipment and facilities are allocated and/or obtained

3.4 Workplace personnel and equipment are organised to meet requirements ensuring that work loads are balanced and other workplace activities are met

3.5 Operating procedures and methods are explained to freight forwarding and security and safety personnel, and follow-up communication methods are used to ensure that freight transport and storage security and safety requirements are applied as per the transport security and safety security plans and policies

3.6 Advice is provided to customers on security and safety matters during international freight forwarding projects in accordance with the freight forwarding organisation’s transport security and safety plans and policies

3.7 International freight transport security and safety plans, policies and procedures are implemented in the course of freight forwarding duties and functions

4 Monitor and review system performance

4.1 Reports on security and safety incidents in international freight transport and related action are collated and categorised

4.2 Reports are compared to identify any trends in security and safety incidents and breaches

4.3 International freight transport security and safety policies and procedures are amended and trialled to improve performance
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, conventions, codes of practice and legislative requirements relevant to the planning and management of international freight transport security and safety procedures both within a freight forwarder’s workplace and in other organisations in the international freight transport supply chain
- International and Australian transport security initiatives and regulations related to the importing, exporting and transiting of goods, including aviation and maritime security
- Licence and permit requirements relevant to international freight transport security and safety procedures
- Relevant Australian and international standards and certification requirements
- Definition of transport security in the context of the international freight transport supply chain
- The importance of security and safety in the international transport supply chain
- Security and safety programs and systems in the international freight transport supply chain
- Security and safety measures required when working as an international freight forwarder
- Definition of safety in the context of the international freight transport supply chain
- Safety in the international transport supply chain
- Requirements and procedures for the protection and well-being of employees/workers and other personnel in the transport supply chain
- Requirements and procedures for the protection of the environment
- Requirements and procedures for the protection against fire
- Procedures for the planning and management of international freight transport security and safety
- Problems that may occur during the planning and management of international freight transport security and safety, and action that can be taken to prevent or resolve the problems
- Risks and hazards related to the planning and management of international freight transport security and safety, and ways of controlling the risks involved
- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
- Sources of information on security and safety in international freight transport
- Principles and techniques of closed-loop communication in which checks are made to confirm that messages and responses being given or received are unambiguous and are correctly and clearly understood
- Understanding of the principles of quality assurance and customer service standards, policies and procedures as they apply in the international freight forwarding industry
- Relevant workplace documentation procedures

Required skills:
• Communicate effectively with others when planning and managing international freight transport security and safety procedures, including unambiguous closed-loop communication in which checks are made to confirm that messages and responses are correctly and clearly understood (particularly in situations where communication is with a person for whom English is not the native language)

• Read and interpret instructions, procedures, operational data and regulatory requirements relevant to the planning and management of international freight transport security and safety procedures

• Complete documentation and records related to the planning and management of international freight transport security and safety

• Provide leadership and work collaboratively with others when planning and managing international freight transport security and safety procedures

• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

• Promptly report and/or rectify any identified problems that may arise when planning and managing international freight transport security and safety procedures in accordance with regulatory requirements and workplace procedures

• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

• Plan and organise systems and activities, and prioritise work

• Implement contingency plans for unplanned events including a breach of the security and safety procedures

• Modify activities depending on differing operational contingencies, risk situations and environments

• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

• Select and apply appropriate technology, information systems and procedures

• Adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**International freight transport includes:**

• the importing of goods
• the exporting of goods
• the transiting of goods

**Work may be undertaken:**

• in various work environments in the international freight transport supply chain including the freight forwarding organisation

**Operations may be conducted:**

• by day or night
• in any weather conditions
Worksite environment may involve:
- twenty-four hour operation
- different time zones
- single and multi-site location both in Australia and overseas
- large, medium and small workplaces

Security services may be provided:
- by internal or contract staff
- by other suitably qualified personnel in the supply chain such as in warehouses, distribution centres, seaports, airports, freight terminals, transit points, vessels, aircraft and road and rail vehicles

Security risks that may occur during an international freight forwarding project include but are not limited to:
- breaches of security (e.g. tampering with locks, packaging etc.)
- theft and pilfering
- fraud
- terrorism
- revolution
- war

Safety risks that may occur during an international freight forwarding project include but are not limited to:
- transport accident
- faulty packaging, loading or stowage of cargo
- leaks of dangerous gases, powders, biological agents and liquids
- incorrect handling of cargo
- use of inappropriate or faulty cargo handling equipment
- explosion or fire
- damage to the cargo
- natural disasters (e.g. flood, fire, storm, tsunami, earthquake etc.)
- injury to workers or members of the public arising from an accident during the handling or transport of the international freight

Regular insurance assessments may include:
- conditions of insurance
- insurance assessment of premises
- monitoring insurance requirements

Work organisation procedures and practices may include:
- security procedures
- safety procedures
- freight forwarding procedures
- financial/administrative procedures
Sources of information required to perform international freight forwarding functions may include:

- websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, AQIS, government agencies responsible for transport security etc.
- key reference publications such as Incoterms, FIATA forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc.

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:

- face-to-face conversation
- telephone including fixed, mobile and IP phones
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- internal and contract security and safety staff
- security and safety consultants
- relevant authorities, government departments and institutions
- police and emergency services
- other employees and supervisors
- management
- industrial relations, security and safety (OH&S) specialists
- other professional or technical staff
Information/documents may include but are not limited to:

- Australian and international codes of practice, conventions and regulations relevant to the planning and management of international freight transport security and safety
- documentation of physical protection facilities
- workplace security and safety procedures and policies
- insurance notes and information
- documentation of physical protection facilities
- security and safety programs and related operations manuals
- job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment and/oral, aural or signed communications
- emergency procedures
- relevant competency standards and training materials
- customer service and quality assurance standards and procedures

Applicable legislation and regulations may include:

- Australian and international regulations, conventions and codes of practice for the safe and secure international transport of freight
- relevant regulations for the import and export of cargo
- Australian and international standards and certification requirements
- relevant regulations pertaining to international trading and financial transactions
- relevant Australian and international transport security and safety legislation
- relevant Australian and international environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing international freight transport
security and safety risks
• specifying international transport security and safety requirements
• implementing transport security and safety plans and policies
• monitoring and reviewing security and safety system performance

Context of and specific resources for assessment
• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIO507C  Plan and manage security procedures for the enterprise

Unit Descriptor
This unit involves the skills and knowledge required to plan and manage security procedures for the workplace in accordance with relevant regulatory requirements and workplace procedures, including assessing security risks, specifying security requirements, implementing the security plan, and monitoring and reviewing the system performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
O – Security

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Assess security risks
1.1 Records of security breaches, thefts and damage are reviewed to identify past security incidents
1.2 Assessment of potential risks to the security of stock, personnel, facilities, information and equipment are made, considering both internal and external factors
1.3 Relative risks from a range of sources are assessed and compared with existing security measures
1.4 Discrepancies between identified risk and current security processes are noted
2 Specify security requirements

2.1 Decisions and adjustments to security equipment, facilities and services are made based on risk assessment in relation to benefits to the organisation

2.2 Security organisational arrangements are documented and implementation strategies are established

2.3 A finalised security plan including performance indicators is prepared in accordance with workplace requirements and circulated for feedback prior to implementation

2.4 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated in the plan

3 Implement security plan

3.1 Priorities for implementation are identified and management and workplace personnel are informed

3.2 Competency needs for the work are identified and staff allocated and/or trained and assessed to meet those needs

3.3 Equipment and facilities are allocated and/or obtained

3.4 Workplace personnel and equipment are organised to meet requirements ensuring that work loads are balanced and other workplace activities are met

3.5 Workplace security policies and procedures are amended and trialed to improve performance

3.6 Operating procedures and methods are explained to workplace personnel and follow-up communication methods are used to ensure that work requirements are applied

4 Monitor and review system performance

4.1 Security reports are collated and categorised

4.2 Reports are compared to identify any trends in breaches

4.3 Security procedures are modified to rectify any gaps identified

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, codes of practice and legislative requirements relevant to the planning and management of security procedures within a workplace
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the planning and management of security procedures
- Problems that may occur during the planning and management of security procedures for transport and logistics enterprises and action that can be taken to resolve the problems
- Risks and hazards related to the planning and management of security procedures and ways of controlling the risks involved
- Business policies for security provision, including out-sourcing of components of operations and engaging additional resources
Focus of operation of security systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Regulatory, licence and permit requirements relevant to security procedures
- Relevant Australian Standards and certification requirements
- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

**Required skills:**
- Communicate effectively with others when planning and managing security procedures for transport and logistics enterprises
- Read and interpret instructions, procedures, operational data and regulatory requirements relevant to the planning and management of security procedures for transport and logistics enterprises and convey that information to team members
- Complete documentation and records related to the planning and management of security procedures for transport and distribution enterprises
- Provide leadership and work collaboratively with others when planning and managing security procedures for transport and distribution enterprises
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when planning and managing security procedures for transport and distribution enterprises in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise systems and activities, and prioritise work
- Implement contingency plans for unplanned events which may include a breach of the security procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve: • twenty-four hour operation
 • single and multi-site location
 • large, medium and small workplaces

Security may be provided: • by internal or contract staff

Security coding for the identification of assets may include: • stocktakes
 • assets register (coded and labelled)

Regular insurance assessments may include: • conditions of insurance
 • insurance assessment of premises
 • monitoring insurance requirements

Work organisation procedures and practices may include: • financial/administrative procedures
 • security procedures

Consultative processes may involve: • internal and contract security staff
 • police
 • security consultants
 • relevant authorities, government departments and institutions
 • other employees and supervisors
 • management
 • industrial relations and OH&S specialists
 • other professional or technical staff

Communication in the work area may include: • mobile and fixed phones
 • radio
 • oral, aural or signed communications
 • fax
 • email
 • electronic data transfer of information
 • mail
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- codes of practice and regulations relevant to the planning and management of security procedures
- workplace security procedures and policies
- insurance notes and information
- documentation of physical protection facilities
- security programs operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment and/oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation and regulations may include:

- regulations and codes of practice relevant to the planning and management of security procedures
- relevant Australian Standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
**demonstrate competency in this unit**

- requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO607D Plan and manage security procedures for transferring and transporting dangerous goods

Unit Descriptor
This unit involves the skills and knowledge required to plan and manage security procedures for transferring and transporting dangerous goods in accordance with relevant regulatory requirements and workplace procedures, including the current ADG Code. This includes clarifying the movements of hazardous or high risk goods; implementing procedures for loading, unloading or goods movement activities; checking and monitoring personnel and goods within the work area; coordinating responses on security incidents/emergencies; carrying out surveillance of work areas; and reviewing and completing goods transfer operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field
O – Security

ELEMENT
Elements describe the essential outcomes of a unit of competency.

1 Clarify movements of hazardous or high risk goods

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1.1 Transport schedule details, nature of risk, special precautions and procedures are planned with line managers, supervisory staff and loaders

1.2 Where applicable, appropriate permits and licences for transfer site/transport route are obtained/confirmed or
exemptions sought

1.3 Potential risks or hazards are identified, assessed and processes planned to manage risk

1.4 Information collected is checked against workplace procedures and relevant regulatory framework

1.5 Activities requiring special approval or workplace procedure changes are authorised and/or approvals obtained

1.6 Security procedures are communicated to relevant parties

2 Implement procedures for loading, unloading or goods movement activities

2.1 Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors

2.2 Procedures to control movement of equipment and personnel within the goods movement area in relation to the identified risks are initiated

2.3 Security procedures are monitored and maintained with action taken to modify procedures when necessary

2.4 Goods are moved within relevant enterprise procedures and statutory regulations

3 Check and monitor personnel and goods within the work area

3.1 Personnel and vehicles are checked in accordance with enterprise operational procedures and statutory authority regulations

3.2 Receival and delivery of consignment is recorded in accordance with enterprise operational procedures to ensure identification of carrier, vehicle, consignment, receiver and documentation

4 Coordinate responses on security incidents/emergencies

4.1 Security incidents are dealt with in accordance with statutory authority regulations and workplace operational procedures

4.2 When reports of incidents are communicated, the intended message is transmitted in a concise style that conforms to enterprise policy

4.3 Potential security risks are observed and reported in accordance with operational procedures

5 Carry out surveillance of work areas

5.1 Surveillance of work areas is in accordance with workplace operational procedures and regulatory requirements

5.2 Buildings and vehicles are appropriately secured

5.3 Personnel and vehicles are authorised to be in a secured area in accordance with workplace security procedures

5.4 Checks are made to ensure that storage areas and consignments are secure

5.5 Measures are taken to confirm that equipment is secure in accordance with workplace procedures
6 Review and complete goods transfer operation

6.1 Activities completed are checked against operational plan
6.2 Relevant documentation is completed
6.3 Specialised equipment used for the process is maintained and stored
6.4 Worksite is checked and returned to operational status

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulations and codes concerning the handling, transfer and transport of dangerous goods, including the current Australian Dangerous Goods Code
- Licence and permit requirements applicable to dangerous goods and hazardous substances
- Application of relevant Australian and international standards and associated certification requirements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for planning and managing security for transferring and transporting dangerous goods and hazardous substances
- Security problems that may occur when transferring and transporting dangerous goods and hazardous substances and action that can be taken to report or resolve the problems
- Hazards that may exist when transferring and transporting dangerous goods and hazardous substances and ways of controlling the risks involved
- Focus of operation of work systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control
- Quality and customer service standards, policies and procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures
- Visual inspection procedures

Required skills:
- Communicate effectively with others when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
- Read and interpret instructions, procedures, information and regulations relevant to the planning and managing of security procedures for the transfer and transport of dangerous goods and hazardous substances
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the planning and managing of security procedures for the transfer and transport of dangerous goods and hazardous substances
- Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances in accordance with regulatory requirements and workplace procedures
• Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
• Implement contingency plans for unanticipated situations that may occur when planning and managing security procedures for the transfer and transport of dangerous goods and hazardous substances
• Suggest improvements to housekeeping and workplace operations and negotiate changes
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise systems and activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Provide customer and client service
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate technology, information systems and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve: • twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Indications of potential security risks may include:

- consignment is unsealed
- consignment in unusual position
- consignment displays evidence of having been tampered with
- loose goods in the consignment
- consignment presents a potential fire hazard
- signs of possible security breaches

Plans for dangerous goods transfer/loading operations may encompass consideration of:

- approved transfer site
- positioning of vehicle
- safe operating procedures
- specification of required personal protection and emergency equipment
- specification of required transfer equipment/assemblies
- permitted ullage and filling ratios and/or carrying capacities
- segregation and/or storage requirements
- emergency/incident procedures
- customer requirements

Planning processes may require:

- application of problem solving and contingency management skills

Security arrangements may be:

- routine or established for particular purposes

Classes of dangerous goods are as:

- defined in the respective Australian Codes

Standard placarding, marking and signage for identified dangerous goods are as:

- required in the respective Australian Codes, including HAZCHEM codes

Hazards may include:

- hazardous or dangerous materials/goods
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spill, leakages, ruptures
- dust/vapours
- ignition, fire and explosion

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
Requirements for work may include:

- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised lifting, transfer and/or handling equipment
- incident/accident/breakdown procedures
- additional gear and equipment
- authorities and permits
- noise restrictions
- hours of operation

Consultative processes may involve:

- employees, supervisors and managers
- suppliers, potential customers and existing clients
- equipment manufacturers and suppliers
- contractors
- regulatory authorities and internal and external emergency services
- dangerous goods and OH&S specialists
- industrial relations specialists
- other professional or technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Personal protective equipment may include but is not limited to:

- gloves
- safety clothing
- safety glasses
- safety headwear and footwear
- two-way radios
- face mask and respirators
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances
- Goods identification numbers and codes, including ADG and IMDG markings and HAZCHEM signs
- Relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- Manifests, bar codes, goods and container identification/serial number
- Manufacturers specifications, instructions and labelling advice including material safety data sheets
- Workplace operating procedures, maintenance schedules and policies
- Operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- Supplier and/or client instructions
- Relevant Australian Standards, criteria and certification requirements
- Communications technology equipment and oral, aural or signed communications
- Quality assurance and customer service standards and procedures
- Emergency procedures
- Relevant competency standards and training materials
- QA plans, data and document control
- Conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- regulations and codes of practice related to loading/unloading of goods and manual handling including relevant road rules and mass and loading regulations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- transport licence or permit requirements and associated mass and loading regulations
- patent or copyright arrangements
- relevant workplace relations legislation
- equal opportunity legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - assessing security risks arising from the nature of the load
  - planning and implementing procedures for the safe and efficient loading/unloading and movement of dangerous goods
  - demonstrating knowledge of security procedures required if security measures change
  - determining (any) required permits and licensing requirements
identifying job and site hazards and planning work to minimise risks
selecting appropriate equipment and work systems to maintain the security of loads within requirements for safe handling and protection of goods, transport, personnel and the public

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO707C Undertake emergency response action to a security threat

Unit Descriptor
This unit involves the skills and knowledge required to undertake emergency action to a potential security threat, including selecting emergency actions to be applied, maintaining communications, and reporting the incident in accordance with established procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic security principles, routine procedures and regulatory requirements to undertake appropriate emergency response action to a security threat.

Competency Field
O – Security

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Select emergency actions to be applied
1.1 Threats or potential threats are recognised
1.2 Where able, agency/branch/base and/or police are alerted to potential security threat with all relevant details and requests for supportive action being detailed
1.3 Range of emergency actions are identified and analysed
1.4 Security threat and appropriate emergency plans are matched
1.5 Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment
1.6 Emergency actions are modified consistent with changes within the emergency environment

2 Maintain communications
2.1 Communication is maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise and emergency procedures
2.2 Information is conveyed in a clear, concise and accurate manner

3 Report incident
3.1 Reporting arrangements are completed according to enterprise
procedures
3.2 Police or other emergency services are provided with reports as required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory permit and licence regulations and requirements
- Relevant OH&S procedures and guidelines
- Risks and hazards when transferring cash-in-transit and related precautions to control security threats
- Operational procedures for identification of security threats and undertaking emergency response
- Contingency planning relating to managing and controlling security threats
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Typical problems that can occur when undertaking emergency response action to a security threat and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when undertaking emergency response action to a security threat
- Read and interpret instructions, procedures, information and signs relevant to emergency response action to a security threat
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to emergency response action to a security threat
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when undertaking emergency response action to a security threat
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when undertaking emergency response action to a security threat in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when undertaking emergency response action to a security threat
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during emergency response action to a security threat
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use equipment, processes and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Safely use correct manual handling techniques
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Hazards may include:
• vehicular and pedestrian traffic
• firearm handling
• persons with felonious intent
• uneven ground, steps, road surfaces
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature

Consultative processes may involve:
• clients
• private security personnel
• public sector security personnel
• police
• security consultants
• other employees and supervisors
• management
• other professional or technical staff

Incidents may include:
• actual or potential breaches of security arrangements

Emergency actions are undertaken within:
• workplace policy and procedures

Communication may include:
• mobile and fixed phones
• radio
• oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:

- workplace procedures and policies
- job specifications
- relevant manufacturers specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- licensing and permits for firearms and security occupations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- state/territory OH&S regulations and legislation, including manual handling regulations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
unit of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIO807C  Implement cash-in-transit security procedures

Unit Descriptor
This unit involves the skills and knowledge required to implement cash-in-transit security procedures, including checking and monitoring personnel and goods within the work area, coordinating responses on security incidents/emergencies, and carrying out surveillance of work areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash-in-transit in unsecured environments.

Competency Field
O – Security

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Check and monitor personnel and goods within the work area

1.1 Personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations

1.2 Receival and delivery of consignment are recorded in accordance with workplace operational procedures to ensure identification of carrier, vehicle, consignment, receiver and documentation

1.3 Consignment content is checked to ensure that container seals are correctly applied and audit trail preserved prior to commencing operations

1.4 Discrepancies in consignments are reported in line with workplace procedures

2 Coordinate responses on security incidents/emergencies

2.1 Security incidents/emergencies are dealt with in accordance with statutory authority regulations and workplace operational procedures

2.2 When reports of incidents/emergencies are communicated, the intended message is transmitted in a concise style that conforms to workplace policy

2.3 Potential security risks are observed and reported in accordance with operational procedures
3 **Carry out surveillance of work areas**

3.1 Surveillance of work areas is carried out in accordance with workplace operational procedures and statutory authority regulations to ensure security requirements are fulfilled.

3.2 Equipment is checked and operated in accordance with workplace procedures and, where applicable, statutory regulations.

4 **Complete reports**

4.1 Reports of operations are completed within workplace procedures and timelines.

4.2 Incidents or occurrences are reported to authorities and workplace personnel in writing and verbally as appropriate.

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant state and territory permit and licence regulations and requirements related to the security of cash-in-transit.
- Relevant OH&S procedures and guidelines.
- Risks and hazards when transferring cash-in-transit and related precautions to control the risk.
- Operational procedures for identification of security risks.
- Details of work area, security procedures, personnel and consignment for delivery or collection.
- Contingency planning relating to managing and controlling security risks.
- Requirements for approved work procedures and relevant equipment.
- Housekeeping standards procedures required in the workplace.
- Typical problems that can occur when implementing cash-in-transit security procedures and appropriate action that can be taken to prevent or solve them.

**Required skills:**

- Communicate effectively with others when implementing cash-in-transit security procedures.
- Read and interpret instructions, procedures, information and signs relevant to cash-in-transit security procedures.
- Interpret and follow operational instructions and prioritise work.
- Complete documentation related to cash-in-transit security procedures.
- Operate electronic communication equipment to required protocol.
- Work collaboratively with others when implementing cash-in-transit security procedures.
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others.
- Promptly report and/or rectify any identified problems that may arise when implementing cash-in-transit security procedures in accordance with regulatory requirements and workplace procedures.
- Implement contingency plans for unanticipated situations that may arise when implementing cash-in-transit security procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures
- Safely use correct manual handling techniques
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
- in a range of work environments and weather conditions
- by day or night

**Customers may be:**
- internal or external

**Security risks that may be observed and reported include:**
- consignment unsealed, in unusual position, or displays evidence of being tampered with
- loose goods
- suspicious persons or vehicles
- changes to physical environment
- potential fire hazards
- consignment subject to inclement weather
- inappropriate security maintenance requirements
- possible breakdown in security procedures

**Security requirements covered by surveillance activities may include:**
- clients are appropriately protected
- buildings, pavement routes, exits, entrances, thoroughfares and vehicles are secured
- personnel and vehicles have been checked for authorisation to be in secured area
- storage areas are secured
- consignment is secured
Security arrangements may be: • routine or established for particular purposes

Reporting may be: • verbally or in writing

Hazards may include: • vehicular and pedestrian traffic
• firearm handling
• persons with felonious intent
• uneven ground, steps, road surfaces
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature

Consignment risk may include: • staff fidelity
• other theft
• loss through negligence

Consultative processes may involve:
• clients
• private security personnel
• public sector security personnel
• police
• security consultants
• other employees and supervisors
• management
• union representatives
• industrial relations and OH&S specialists
• other professional or technical staff

Communication in the work area may include:
• mobile and fixed phones
• radio
• oral, aural or signed communications

Security systems/devices may include:
• two key safes
• ATM vaults
• surveillance cameras
• VCRs
• alarm systems
• access control systems
• time delay devices
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:

- workplace procedures and policies
- operations manuals and job specifications
- relevant manufacturers specifications
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory OH&S regulations and legislation, including manual handling regulations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- licensing and permits for firearms and security occupations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria
TLIO807C Implement cash-in-transit security procedures

unit

of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIO907C  Test and inspect cash-in-transit security equipment

Unit Descriptor

This unit involves the skills and knowledge required to test and inspect cash-in-transit security equipment, including inspecting equipment and work area, checking the operational capability of the equipment, identifying and assessing the impact of faults on security requirements, and recording and reporting the results of inspection and testing. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work must be carried out in compliance with the relevant sections of the regulations of the relevant state/territory authorities concerned with the secure delivery of valuables, secured products, documents and materials.

Work is performed under general or limited supervision. It involves the application of the basic principles, routine procedures and regulatory requirements to the testing and inspection of cash-in-transit security equipment and systems.

Competency Field

O – Security

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Inspect equipment and work area

1.1 The equipment is checked prior to use in accordance with the manufacturer's safety checks, specifications and workplace procedures to ensure it is free from damage or faults that may limit operational capability

1.2 Work area is checked to ensure that it is safe and appropriate for the required task

2 Check equipment operational capability

2.1 Equipment and components are inspected in accordance with the manufacturer's specifications and workplace procedures and occupational health and safety requirements to ensure effective operation

2.2 Warning systems are checked for operational effectiveness

2.3 Inspection is conducted in accordance with maintenance schedule and degree of use

3 Identify and assess the impact of faults on security requirements

3.1 Equipment faults are identified and assessments made of the potential effect on the operation of the equipment for the required work

3.2 Non-serviceable equipment is tagged, reported to appropriate
personnel and/or processed for repair or disposal

3.3 Replacement(s) for non-serviceable equipment are obtained in accordance with workplace procedures

4 Record and report results of inspection and testing

4.1 Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines

4.2 Records are kept in accordance with workplace policy

4.3 Clear reference is made to any items which may affect the future safety of the equipment

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory permit and licence regulations and requirements
- Relevant OH&S procedures and guidelines
- Risks and hazards associated with inspecting security equipment and systems and related precautions to control the risk
- Operational procedures for the testing and inspection of cash-in-transit security equipment and systems
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Typical problems that can occur when testing and inspecting cash-in-transit security equipment and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when testing and inspecting cash-in-transit security equipment
- Read and interpret instructions, procedures, information and regulations relevant to the testing and inspecting of cash-in-transit security equipment
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the testing and inspecting of cash-in-transit security equipment
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when testing and inspecting cash-in-transit security equipment
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems, faults or malfunctions that may be identified when testing and inspecting cash-in-transit security equipment in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Apply relevant agreements, codes of practice or other legislative requirements
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use and test security equipment and systems
• Adapt to differences in equipment in accordance with standard operating procedures
• Monitor performance of equipment
• Service equipment in terms of maintenance schedule and standard operating procedures
• Safely use correct manual handling techniques
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • in a range of work environments and weather conditions  
  • by day or night
Customers may be:  • internal or external
Security systems/equipment may include:  • surveillance cameras  
  • VCRs  
  • alarm systems  
  • access control systems  
  • time delay devices  
  • two key safes  
  • ATM vaults  
  • communication equipment  
  • personal protective equipment  
  • firearms
Consultative processes may involve:

- clients
- private security personnel
- public sector security personnel
- police
- security consultants
- other employees and supervisors
- management
- other professional or technical staff

Communication in the work area may include:

- mobile and fixed phones
- radio
- oral, aural or signed communications

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace procedures and policies
- operations manuals and job specifications
- relevant manufacturers specifications and guidelines
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- state/territory OH&S regulations and legislation, including manual handling regulations
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory firearms legislation
- licensing and permits for firearms and security occupations
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
through appropriately simulated activities at the registered training organisation, and/or
in an appropriate range of situations in the workplace
TLIP1007C Assess lift requirements and provide quotation

Unit Descriptor
This unit involves the skills and knowledge required to assess job requirements for a lift using a mobile crane, and provide a quotation to a customer, including establishing customer requirements, determining the credit rating of customer, identifying the scope of the work, specifying job requirements and methods with customers, and documenting the quotation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the licence/permit requirements and regulations of the relevant state/territory authorities pertaining to mobile crane operations.

Work is performed under general supervision. It involves the application of some judgement and routine principles and procedures to the assessment of lift requirements and the provision of a quotation for a mobile crane lift in a variety of operational contexts including specialised lifts.

Competency Field
P – Business Planning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Establish customer requirements
1.1 Customer is addressed in a courteous and business-like manner
1.2 Customer requirements and degree of urgency are established promptly
1.3 Impact of relevant legislation or workplace policy for dealing with requirements, and ability to respond are identified
1.4 Service requests requiring additional research are allocated a priority and arrangements made for follow-up

2 Determine credit rating of customer
2.1 Customer's full credit details are taken to enable suitable reference checks to be made
2.2 Unclear or uncertain credit information is referred to management for decision prior to proceeding
2.3 When necessary, special payment arrangements are negotiated or service is refused according to workplace policy

3 Identify scope of work
3.1 Location, time, type of lift, type of crane and service needs are clarified
3.2 Need to refer job to supervisor is determined and
arrangements made according to workplace procedures

3.3 Suitability of available equipment, materials and personnel is established against customer's requirements

3.4 Need for permits, notifications and authorisations from authorities is identified

3.5 Special requirements for access and/or the lift are established and confirmed with the customer

3.6 Information regarding possible hazards is sought from customer and any hazards noted

3.7 Workplace records and rate schedules are used to determine applicable rate for customer

3.8 Suitable allowances for contingencies are provided based on findings from site inspection

4 Specify job requirements and methods with customers

4.1 Equipment, time and labour requirements to complete job safely and efficiently are established in line with legislative requirements and workplace procedures

4.2 Job requirements, proposed method for operation and costs are presented to customer with clear explanations of contingencies

4.3 Lift charts and drawings where applicable are used in clarifying job requirements to customer

4.4 Opportunities are provided for customer to seek clarification on costing and proposed methods

4.5 Quotation is followed up according to workplace procedures

4.6 Quotation is confirmed with customer and signed authorisation of quotation and relevant indemnity forms obtained in line with workplace policy and procedures

4.7 Agreed terms and conditions are included in the written quotation

5 Document quotation

5.1 Quotation format is in accordance with workplace requirements

5.2 Information is clear, concise and relevant

5.3 Copy of quotation is provided to client promptly

5.4 Quotation and related documentation is filed and other records updated accurately, legibly and promptly according to workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation

• Relevant OH&S and environmental procedures and regulations
• Mobile crane applications, capacities, configurations, safety hazards and control mechanisms
• Company work procedures concerning the assessment of lift requirements and the provision of a quotation for a mobile crane lift
• Costing structures for mobile crane lifts
• Sources of information required to assess lift requirements and provide a quotation for a mobile crane lift
• Procedures and protocols for checking the credit rating of a customer
• Typical problems that may occur when assessing lift requirements and providing a quotation and appropriate related action and solutions
• Prioritising and multi-tasking work
• Focus of operation of work systems and equipment
• Operational procedures for crane crews

**Required skills:**
• Communicate effectively with others when assessing lift requirements and providing a quotation
• Read and interpret instructions, procedures, information and technical data relevant to the assessment of lift requirements and provision of a quotation
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the assessment of lift requirements and provision of a quotation
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when assessing lift requirements and providing a quotation
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems that may be identified when assessing lift requirements and providing a quotation in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when assessing lift requirements and providing a quotation
• Apply relevant agreements, codes of practice or other legislative requirements
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Identify and correctly assess requirements for equipment, processes and procedures needed during a lift
Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- day or night
- in a variety of weather conditions

Environment may include movement of:
- equipment
- goods
- materials
- vehicular traffic

Customers may be:
- internal or external

Quotations may be provided for mobile crane lifts in a range of industry sectors including:
- construction and demolition
- manufacturing
- waterfront
- mining
- primary industry
- utilities (electricity, gas, water)
- arboricultural
- swimming pool
- quarrying

Specialised lifts may include:
- large surface areas—pools
- tilt-up panels
- drive-in movie screens
- tree removal and replacement
- bridge beams
- multiple crane lifts
- passing loads to other cranes
- tailing out of loads
- turning loads over
- lifting high value goods
- recovery work
- specialised operations—drag lines
- clam shell
- pile driving
- barge work
- work involving work box duties
Hazards may include:

- power lines
- noise, light, energy sources
- overhead service lines
- surrounding buildings, structures, facilities
- underground services
- obstructions
- uneven or unstable ground and recently filled trenches
- stationary and moving machinery and equipment
- hazardous or dangerous materials
- traffic hazards and congestion

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

Consultative processes may involve:

- other employees and supervisors
- management
- union representatives
- clients
- industrial relations and OH&S specialists
- other professional or technical staff

Requirements for access and/or lift may include:

- site restrictions and procedures
- authorities and permits
- hours of operation
- induction
- slings, chains, nets, brackets and other specialised lifting equipment
- noise restrictions
- personal protective equipment
- support trucks
- additional gear and equipment
- communications equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- site procedures

Documentation/records may include:

- site plans
- Safe Working Load (SWL) and Working Load Limit (WLL)
- operations manuals including load charts and crane and rigging manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- crane and equipment manufacturers specifications and guidelines
- workplace operating procedures and policies
- supplier and/or client instructions
- communications technology equipment, oral, aural or signed communications
- personal and work area work procedures and practices
- conditions of service, legislation and industrial agreements including:
  - workplace agreements and awards
  - occupational health and safety procedures
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable procedures and codes may include:

- relevant state/territory regulations and licence/permit requirements pertaining to specialised mobile crane operations
- relevant state/territory road rules
- relevant state/territory OH&S legislation
- relevant state/territory fatigue management regulations
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIP107C Develop plans to meet customer and organisation needs

Unit Descriptor
This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs, including contributing to strategic planning, analysing market needs, contributing to business documentation, and communicating on planning matters with other members of the organisation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in developing plans to meet customer and organisation needs.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the development of work plans and the provision of leadership of others either individually or in teams.

Competency Field
P – Business Planning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Contribute to strategic planning
1.1 A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives
1.2 A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace

2 Analyse market needs
2.1 Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities
2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions

3 Contribute to business
3.1 Contributions are made to the preparation of the workplace's
3.2 All workplace insurance needs are identified and suitable cover taken out

4 Communicate to other members of the organisation

4.1 The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: strategic planning, tactical planning and quality improvement of services/operations/products
- Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality
- Insurance requirements relevant to business operations
- Focus of operation of business planning systems and resources
- Resource availability including the processing capacity of equipment and software systems for planning activities
- Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken

Required skills:

- Communicate and negotiate effectively with others when developing plans to meet customer and organisation needs
- Read and interpret instructions, procedures, information and signs relevant to the development of plans to meet customer and organisation needs
- Interpret and follow operational instructions and prioritise work
- Survey and assess organisation and customer requirements
- Complete documentation related to the development of plans to meet customer and organisation needs
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when developing plans to meet customer and organisation needs
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when developing plans to meet customer and organisation needs in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when developing plans to meet customer and organisation needs
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations involve:
- internal and external customer contact and coordination

Plans may include:
- operational plans
- marketing plans
- financial plans

Consultative processes may involve:
- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
Information/documentation may include:

- procedures for the development of workplace plans and budgets
- customer/client instructions and assessed requirements
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- insurance requirements
- relevant agreements, codes of practice including the National Standards for Services and Operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- reports of accidents and incidents within regulatory requirements and workplace procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- taxation and trading regulations relevant to business operations
- relevant insurance regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIP1107C** Develop and evaluate strategies for transport and distribution enterprises

**Unit Descriptor**
This unit involves the skills and knowledge required to develop and evaluate strategies for transport and distribution enterprises in accordance with relevant regulatory requirements and workplace procedures. This includes analysing the enterprises internal and external operating environment, developing strategies to maximise outcomes for the enterprise, implementing and evaluating strategies, and responding to changes within the transport and distribution environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work activities must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

**Competency Field**
P – Business Planning

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Analyse the enterprise's internal and external operating environment**

1.1 The effectiveness of the enterprise's principal services, products and competitive advantages are identified and confirmed through market analysis

1.2 External factors, including legislative requirements, changes to technology, domestic and international market variability and political constraints impinging upon the operation of the enterprise are researched and analysed

1.3 Impending changes to internal operations or the external environment are determined
1.4 An analysis is undertaken of the enterprise's capacity to operate within the defined environment, outlining opportunities to improve market share and/or positioning.

1.5 Recommendations for changes to workplace structure, systems, procedures, workforce composition, market orientation and the like are generated and documented in consideration of internal and external analysis and the enterprise's goals and values.

2 Develop strategies to maximise outcomes for the enterprise

2.1 Recommendations for changes to the enterprise's operations are assessed for feasibility and for cost-benefit from both a short- and long-term perspective.

2.2 Capability and capacity of the enterprise to facilitate changes within financial and time constraints are assessed and documented.

2.3 Recommendations and supporting documentation are circulated for agreement to relevant personnel.

2.4 Strategies to implement agreed recommendations are generated and documented.

2.5 Support processes, including the allocation of human, physical and financial resources, the designation of timelines and the setting of the culture and climate of the enterprise, are undertaken.

3 Implement and evaluate strategies

3.1 Performance benchmarks for measuring the effectiveness of the change strategies are implemented.

3.2 Responsibilities for implementing the change strategies are clearly defined and allocated to designated personnel.

3.3 Implementation processes are monitored and, where required, adjustments to the strategies are made.

3.4 Performance of the enterprise in relation to the identified benchmarks is regularly monitored and reviewed and adjustments made where required.

3.5 Individuals/teams are kept informed of progress in the implementation of change.

4 Respond to changes within the transport and distribution environment

4.1 The nature, extent and impact of any issues or changes upon the operations of the enterprise are identified.

4.2 Relevant information is processed to establish priorities and responses for dealing with issues or changes.

4.3 Strategies are generated/adjusted and controlled to meet changes in the transport and distribution environment.

4.4 Liaison is initiated and maintained with organisations/individuals affected by changed operational practice.
4.5 Actions undertaken are clearly documented and filed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international regulations, codes of practice and legislative requirements relevant to workplace operations
- Relevant OH&S and environmental protection procedures and regulations
- Workplace processes for development and evaluation of strategies for an enterprise
- Problems that may occur during the development and evaluation of strategies for an enterprise and action that can be taken to report or resolve the problems
- Hazards and risk that may exist when developing and evaluating strategies for an enterprise and ways of controlling the risks involved
- Focus of operation of competitor and internal business systems, resources, management and workplace operating systems
- Current and future market initiatives including new technologies, products and processes
- Market and other external environmental factors including the regulatory environment
- Organisational strengths and weaknesses including the competencies of individuals in the team/group
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:
- Communicate effectively with others when developing and evaluating strategies for an enterprise
- Read and interpret business and market data, regulatory requirements and other planning information relevant to the development and evaluation of strategies for an enterprise
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to the development and evaluation of strategies for an enterprise
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing and evaluating strategies for an enterprise
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when developing and evaluating strategies for an enterprise in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when developing and evaluating strategies for an enterprise
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise business systems and activities
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate technology, information systems and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: internal or external

Transport and distribution operations may be conducted: by day or night, in all weather conditions

The workplace environment may involve: twenty-four hour operation, single and multi-site locations, large, medium and small workplaces

Analysis of strategic directions for enterprise will entail: short- and long-term perspectives

Planning information may be generated from a wide range of sources, including: analysts, authorities, clients, state and Commonwealth governments, industry forums, peak industry bodies, internal personnel
Strategies must consider issues such as:

- workplace productivity
- culture
- technology implications
- cost-benefit
- issues of change management

External consultants may be engaged in:

- development, implementation and evaluation processes

Workplace systems may include:

- transport and distribution policies, protocols and procedures
- communications systems
- scope of workplace operations
- authorities and permits
- hours of operation
- relevant regulations

Consultative processes may involve:

- employees, supervisors and managers
- suppliers and current or potential clients
- contractors
- market analysts
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations
- industrial relations and OH&S specialists
- other professional, maintenance or technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo
- RF systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- Australian and international codes of practice and regulations relevant to workplace operations
- Australian and international regulations and codes of practice for the handling, storage, transfer and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- audit reports concerning quality, OH&S, environment, operations, customer service
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- regulations and codes of practice relevant to business operations
- Australian and international regulations and codes of practice for the handling, storage, transport and transfer of dangerous goods and hazardous substances
- relevant Australian and international standards and certification requirements
- relevant state/territory trade practices legislation
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant licence or permit requirements and associated regulations
- patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIP1307A**  Implement and monitor logistics planning and process

**Unit Descriptor**
This unit involves the skills and knowledge required to implement and monitor logistics planning and process. It includes planning an efficient logistics operation; developing a contingency management strategy; producing operational schedules; and monitoring and coordinating systems for logistics operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

**Competency Field**
P – Business Planning

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Plan efficient logistics operation</td>
<td>1.1 Relevant Australian and international codes and regulations and workplace policies for logistics operation are identified</td>
</tr>
<tr>
<td></td>
<td>1.2 Specifications and/or requirements for task outcomes are obtained, interpreted and, where necessary, clarified and applied to the development of a work plan</td>
</tr>
<tr>
<td></td>
<td>1.3 Preliminary schedules are matched against operational capacity and capability of available transport systems, equipment and staff</td>
</tr>
<tr>
<td></td>
<td>1.4 Strategies to address identified deficiencies in operational capability and availability are undertaken in accordance with workplace procedures</td>
</tr>
<tr>
<td>2 Develop contingency management strategy</td>
<td>2.1 Sequence of required activities is identified in accordance with company requirements</td>
</tr>
<tr>
<td></td>
<td>2.2 Typical problems that may arise with logistics operations are identified and strategies for dealing with them determined</td>
</tr>
<tr>
<td></td>
<td>2.3 Contingency management strategies for identified issues/incidents are established and evaluated including reference to previous scenarios of similar nature</td>
</tr>
<tr>
<td>3 Produce operation</td>
<td>3.1 Resources are arranged in association with relevant Australian</td>
</tr>
</tbody>
</table>
Implement and monitor logistics planning and process

3.2 Australian and international regulatory requirements, codes of practice and workplace procedures are identified and accounted for in operational schedule

3.3 Records are stored in accordance with workplace procedures

4 Monitor and coordinate systems for logistics operations

4.1 Outcomes are checked and compared with planned objectives, task instructions and specifications to ensure all requirements are met

4.2 Non-compliance with quality standards, planned processes or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems

4.3 Customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures

4.4 Any changes in Australian and international regulations and codes of practice relevant to export logistics are monitored, identified and appropriate action is initiated to ensure ongoing compliance of export logistics processes and systems

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of national and state or territory regulatory requirements and codes of practice as they relate to the level and type of logistics operations undertaken by the enterprise
- Relevant OH&S and environmental procedures and regulations
- Australian and international regulatory, permit and licence requirements relevant to logistics
- Broad principles of supply chain management
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
- Workplace policies including issue resolution and grievance procedures
- Coaching and mentoring approaches to support team members to share knowledge and skills

Required skills:
- Read and interpret local and international transport schedules, regulatory requirements, customer instructions, and workplace procedures and manuals
- Identify and solve problems that may arise during the planning and management of export logistics
- Provide leadership to others
- Plan and organise logistics operations
- Select and apply appropriate application of technology, information and communication systems and procedures
- Complete documentation related to work activities
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Develop and document contingency plans as part of the planning process
- Modify activities depending on differing operational contingencies, risk situations and environments

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Consultative processes may involve:**
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists
- customers and agents

**Documentation and records may include:**
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to ADG code
- quality assurance procedures
- dangerous goods declarations and material safety data sheets, where applicable
- goods manifest
- relevant Australian Standards and certification requirements

**Applicable legislation and regulations may include:**
- Australian Marine Orders and the International Maritime Dangerous Goods Code
- Dangerous Goods by Air regulations
- Australian and International Explosives Codes
- transport licence/permit requirements
- export/import/quarantine/bond requirements
- Marine/Aviation Orders
- equal opportunity, equal employment opportunity and affirmative action
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Facilitate and capitalise on change in the workplace

Unit Descriptor
This unit involves the skills and knowledge required to facilitate and capitalise on change and innovation in the workplace, including participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace.

A range of opportunities may be used to support the development of changes to work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for facilitating change in the workplace and the provision of leadership of others either individually or in teams.

Competency Field
P – Business Planning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Participate in planning the introduction of change
1.1 Opportunities are taken to respond to the changing needs of customers and the organisation
1.2 Effective contributions are made to the organisation's planning processes to introduce change
1.3 Plans to introduce change are made in consultation with affected individuals/groups
1.4 The organisation's objectives and plans to introduce change are explained clearly to individuals/teams

2 Develop creative and flexible approaches to solutions
2.1 Alternative approaches to managing workplace issues and problems are identified and analysed
2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation
2.3 The workplace is managed in a way that promotes the
development of innovative approaches and outcomes

2.4 Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment

3 Manage emerging challenges and opportunities

3.1 Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities
3.2 Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively
3.3 Individuals/teams are kept informed of progress in the implementation of change
3.4 Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the facilitation and capitalisation of change in the workplace, including: risk management, problem solving, strategic planning, quality improvement, and customer service
- Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality
- Focus of operation of business planning systems and resources
- Resource availability including the processing capacity of equipment and software systems for planning activities
- Typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace and related appropriate action that can be taken

Required skills:
- Communicate and negotiate effectively with others when planning and facilitating the introduction of changes and innovations in the workplace
- Read and interpret instructions, procedures and information relevant to the planning and facilitation of changes and innovations in the workplace
- Interpret and follow operational instructions and prioritise work
- Survey and assess organisation and customer requirements for change and innovation
- Complete documentation related to the planning and facilitation of changes and innovations in the workplace
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when planning and facilitating the introduction of changes and innovations in the workplace
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when planning and facilitating the introduction of changes and innovations in the workplace in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

• single and multi-site locations
• large, medium and small companies

Services, products, risks, work systems and requirements may:

• potentially vary across different sections of the workplace

Change may include:

• new management
• new work practices
• new products or services
• changes in work locations
• changes in work structures
• new quality systems
• new training programs

Learning methods may include:

• mentoring
• coaching
• exchange/rotation
• action learning
• shadowing
• structured training programs

Relevant regulations/legislation may be related to:

• contract disputation
• confidentiality
• goods regulatory requirements
• probity
Consultative processes may involve:
- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:
- procedures for the development of workplace plans and budgets
- customer/client instructions and assessed requirements
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- insurance requirements
- relevant agreements, codes of practice including the National Standards for Services and Operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- reports of accidents and incidents within regulatory requirements and workplace procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
- taxation and trading regulations relevant to business operations
- relevant insurance regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIP307D  Implement, maintain and evaluate dangerous goods transport procedures within the workplace

Unit Descriptor
This unit involves the skills and knowledge required to implement, maintain and evaluate dangerous goods transport procedures within the workplace in accordance with relevant regulatory requirements and workplace procedures. This includes implementing a policy framework for the transport and storage of dangerous goods; establishing and maintaining procedures for identifying hazards and risks; establishing and maintaining assessment procedures for monitoring conformance and controlling risks; implementing and monitoring procedures for maintaining dangerous goods records; and evaluating the implementation of dangerous goods transport policies, procedures and programs within the workplace. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice, including the current Australian Dangerous Goods Code (ADG Code).

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field
P – Business Planning

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Implement a policy framework for the transport and storage of dangerous goods

1.1 Policies are developed to implement the current ADG Code and dangerous goods transport and storage regulations consistent with overall workplace policies

1.2 Responsibilities and duties for the transport and storage of...
dangerous goods are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions

1.3 Licensing requirements for employees (where relevant) are confirmed

1.4 Consultative processes are developed and implemented

1.5 Emergency incident/accident procedures are developed and implemented

1.6 Information, instruction and training on dangerous goods transport and storage procedures are provided to enable employees to effectively implement the required systems and processes

2 Establish and maintain procedures for identifying hazards and risks

2.1 Hazards in the work area are identified and confirmed

2.2 Procedures for ongoing identification of hazards and risks are developed and integrated within work systems

2.3 Hazard identification is addressed at the planning, design and evaluation stages of any workplace change

2.4 A maintenance and inspection program is instituted to confirm that vehicles, equipment and storage areas comply with regulatory and enterprise requirements

3 Establish and maintain assessment procedures for monitoring conformance and controlling risks

3.1 Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures

3.2 Measures to control assessed risks and monitor conformance are developed and implemented, in accordance with the current ADG Code, relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace

3.3 Non-conformance is investigated and procedures for rectification instituted

3.4 Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice

4 Implement and monitor procedures for maintaining dangerous goods records

4.1 A dangerous goods records system is established in accordance with relevant legislative framework

4.2 Accurate and legible records for operation within the workplace are completed in accordance with the current ADG Code, dangerous goods transport enterprise policies and legislative requirements

5 Evaluate the implementation of dangerous goods transport policies, procedures and programs is assessed

5.2 Improvements to dangerous goods transport procedures are
5.3 Compliance with the current ADG Code, dangerous goods transport regulations and codes of practice is assessed to ensure legal requirements are maintained as a minimum and exceeded where possible

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations and codes concerning the transport of goods and freight
- Current ADG Code and relevant Australian Standards applicable to dangerous goods and hazardous substances
- Relevant OH&S and environmental protection procedures and regulations
- Workplace processes for implementing, maintaining and evaluating dangerous goods transport procedures
- Problems that may occur during the transport of dangerous goods and hazardous substances and action that can be taken to report or resolve the problems
- Hazards that may exist during the transport of dangerous goods and hazardous substances and ways of controlling the risks involved
- Focus of operation of dangerous goods transport systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control
- Regulatory, licence and permit requirements for dangerous goods transport
- Quality and customer service standards, policies and procedures
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when implementing, maintaining and evaluating dangerous goods transport procedures
- Read and interpret instructions, procedures, information and manuals relevant to the implementation, maintenance and evaluation of dangerous goods transport procedures
- Manage and prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to the implementation, maintenance and evaluation of dangerous goods transport procedures
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when implementing, maintaining and evaluating dangerous goods transport procedures
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems, faults or malfunctions that may be identified when implementing, maintaining and evaluating dangerous goods transport procedures in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations when implementing, maintaining and evaluating dangerous goods transport procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when implementing, maintaining and evaluating dangerous goods transport procedures
• Plan and organise systems and activities
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Provide customer and client service
• Select and apply appropriate technology, information systems and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night • in all weather conditions

The workplace environment may involve: • twenty-four hour operation • single and multi-site location • large, medium and small workplaces
### Plans for dangerous goods transport procedures may encompass consideration of:
- approved transfer site
- positioning of vehicle when loading/unloading
- safe operating and driving procedures
- specification of required personal protection and emergency equipment
- specification of required transfer equipment/assemblies
- permitted ullage and filling ratios and or carrying capacities
- segregation and/or storage requirements
- emergency/incident/breakdown procedures
- customer requirements

### Classes of dangerous goods are:
- as defined in the respective Australian codes

### Policies and procedures for the transportation of dangerous goods must:
- conform to relevant legislative framework and guidance material

### Hazards may include:
- hazardous or dangerous materials
- contamination of, or from, materials being handled
- noise, light, energy sources
- stationary and moving machinery, parts or components
- service lines
- spill, leakages, ruptures
- dust/vapours

### 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

### Requirements for work may include:
- site restrictions and procedures
- use of safety and personal protective equipment
- communications equipment
- specialised transfer/transport equipment
- incident/accident/breakdown procedures
- additional gear and equipment
- noise restrictions
- hours of operation
- authorities and permits
Consultative processes may involve:
- employees, supervisors and managers
- supplier instructions
- equipment manufacturers and suppliers
- contractors
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:
- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Personal protective equipment may include but is not limited to:
- gloves
- safety clothing
- safety headwear and footwear
- safety glasses
- two-way radios
- face mask, respirators and breathing apparatus
- high visibility clothing

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- all relevant Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code
- goods identification numbers and codes, including current ADG code and IMDG markings and HAZCHEM signs
- relevant codes of practice, including the Australian Dangerous Goods Code, the Australian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling
- manifests, bar codes, goods and container identification/serial number
- manufacturers specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures, maintenance schedules and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance and customer service standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- regulations and codes of practice related to transport of goods and manual handling including relevant road rules and mass and loading regulations
- Australian and international regulations and codes of practice for the handling, transfer and transport of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian Standards
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- workplace relations regulations
- equal opportunity legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - implementing and monitoring policies and processes for the transport of dangerous goods
  - suggesting improvements to dangerous goods transport procedures and negotiating changes where required
  - demonstrating knowledge of the hierarchy of control and its implementation in the workplace
  - liaising with authorities, drivers, line managers and customers to ensure that policies and procedures are meeting required
needs
o identifying requirements of tasks and
organising planning, job completion and
evaluation stages
o mediating and resolving issues surrounding
the transport of dangerous goods,
maximising positive outcomes for the
workplace and the individuals within it

Context of and specific
resources for assessment

• Performance is demonstrated consistently over a period
of time and in a suitable range of contexts
• Resources for assessment include:
o a range of relevant exercises, case studies
and other simulated practical and knowledge
assessment, and/or
o access to an appropriate range of relevant
operational situations in the workplace
• In both real and simulated environments, access is
required to:
o relevant and appropriate materials and/or
equipment, and/or
o applicable documentation including
workplace procedures, regulations, codes of
practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a
registered training organisation
• As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests
• Practical assessment must occur:
o through appropriately simulated activities at
the registered training organisation, and/or
o in an appropriate range of situations in the
workplace
TLIP407C Develop a transport and distribution business plan

Unit Descriptor
This unit involves the skills and knowledge required to develop a business plan for an organisation or a discrete business unit in the transport, storage and distribution industries in accordance with relevant regulatory requirements and workplace procedures. This includes conducting a situational and market analysis, analysing the organisational environment, developing appropriate strategies, and implementing and evaluating the resulting business plan. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Business activities must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field
P – Business Planning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Conduct a situational and market analysis
1.1 The transport and distribution business's principal services, markets, products and the factors that distinguish the business and contribute to its success are identified
1.2 The transport and distribution business/operating environment is defined and reviewed using information from staff members, customer feedback and external sources
1.3 Qualitative and quantitative market analysis data is documented
1.4 Target markets and relevant regulatory requirements are
1.5 Impact of transport and distribution business on market is recorded and projected change in market and/or services during the life of the plan is projected

1.6 Competitors, customer perceptions and market share of existing competitors operating in the transport and distribution industry are identified

1.7 Proposed business focus on specific target markets, pricing, sales and appeals are defined

1.8 Potential profitable opportunities are identified and documented

2 Analyse organisational environment

2.1 Current transport and distribution business operations, practices, work flow, equipment and facilities are analysed

2.2 Capability of the organisation in terms of technology, research, development and tools is outlined

2.3 Current resources and any resources that may be accessed to meet identified opportunities for business operations are evaluated

2.4 Developments in technologies predicted within the lifetime of the business plan are evaluated and analysed

2.5 Capability of the organisation in terms of staff, equipment, facilities, operational systems and financial status are assessed for strengths and weaknesses

2.6 Costs of making operational adjustments in relation to existing and new business to influence improved profitability and positioning are reviewed

2.7 Premises for decisions are documented, potential circumstances which may alter the environment are identified and contingency provisions are made

3 Develop strategies

3.1 Benchmark goals are documented and checked for realism in terms of internal and external environmental factors

3.2 Decisions and adjustments regarding resource allocation to various products and services are made, based on external and internal analyses

3.3 Organisational adjustments are documented and implementation strategies established

3.4 Projections of profit and loss or income statements per quarter until break-even point are constructed for the whole organisation and each cost centre

3.5 A finalised business plan including performance indicators is prepared in accordance with enterprise requirements and circulated to stakeholders

3.6 Questions and feedback from stakeholders are responded to promptly and, where appropriate, incorporated into the plan
4 Implement and evaluate business plan

4.1 Implementation plans for the management of workplaces, staff, business operation and operational systems are monitored and, where required, adjustments to the plans are made

4.2 Current and future marketing strategies and any areas of specialisation are detailed and implemented

4.3 Performance of the organisation in relation to the identified performance indicators are regularly monitored and reviewed

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Australian and international regulations, codes of practice and legislative requirements relevant to business operations
- Relevant OH&S and environmental protection procedures and regulations
- Workplace processes for the development of a transport and distribution business plan
- Problems that may occur during the development of a transport and distribution business plan and action that can be taken to report or resolve the problems
- Hazards that may exist in the operation of a transport and distribution business and ways of controlling the risks involved
- Focus of operation of competitor and internal business systems, resources, management and workplace operating systems
- Equipment applications, capacities, configurations, safety hazards and control
- Market and other external environmental factors including the regulatory environment
- Organisational strengths and weaknesses including the competencies of individuals in the team/group
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team or group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when developing a transport and distribution business plan
- Read and interpret business and market data, regulatory requirements and other planning information relevant to the development of a transport and distribution business plan
- Prioritise work and coordinate self and others in relation to workplace activities
- Complete documentation related to work activities and the development of a transport and distribution business plan
- Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when developing a transport and distribution business plan
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise during the development of a transport and distribution business plan in accordance with workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise business systems and activities
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate technology, information systems and procedures
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Transport and distribution operations may be conducted: • by day or night • in all weather conditions

The workplace environment may involve: • twenty-four hour operation • single and multi-site locations • large, medium and small workplaces

Business systems may include: • transport and distribution policies, protocols and procedures • communications systems • scope of workplace operations • authorities and permits • hours of operation • relevant regulations

The transport and distribution business plan may be: • developed for a whole organisation or a business unit within an organisation

Products may be: • goods and/or services
Consultative processes may involve:

- employees, supervisors and managers
- suppliers and current or potential clients
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo
- RF systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- Australian and international codes of practice and regulations relevant to business operations
- Australian and international regulations and codes of practice for the handling, storage, transfer and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- regulations and codes of practice relevant to business operations
- Australian and international regulations and codes of practice for the handling, storage, transport and transfer of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant licence or permit requirements and associated regulations
- patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIP507C  Manage workplace information

Unit Descriptor
This unit involves the skills and knowledge required to manage workplace information, including identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work. It involves the use of discretion and judgement for self and others when managing workplace information systems.

A range of opportunities may be used to develop the work area and to support the development of information systems and appropriate strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for management of information processing and storage systems in the workplace and the provision of leadership of others either individually or in teams.

Competency Field
P – Business Planning

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and source information needs
1.1 The information needs of individuals/teams is determined and the potential sources of information are identified
1.2 Information held by the organisation is reviewed to determine suitability and accessibility
1.3 Arrangements are made to obtain information which is not available/accessiable within the organisation

2 Collect, analyse and report information
2.1 Collection of information is timely and relevant to the needs of individuals/teams
2.2 Information is in a format suitable for analysis, interpretation and dissemination
2.3 Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired
### 3 Use management information systems

3.1 Management information systems are used effectively to store and retrieve data for decision making
3.2 Technology available in the work area/organisation is used to manage information efficiently and effectively
3.3 Recommendations for improving the information system are submitted to designated persons/groups

### 4 Contribute to the preparation of operational plans

4.1 Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes
4.2 Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements

### 5 Prepare resource proposals

5.1 Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management
5.2 Estimates of resource needs and utilisation reflects the workplaces business plans and customer and supplier requirements
5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:
- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection responsibilities, policies and procedures
- Workplace protocols and procedures for the management of workplace information
- Workplace business policies and plans as they relate to financial reporting and information system management and improvement
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur with the management of workplace information and related appropriate action that can be taken

#### Required skills:
- Communicate effectively with others when managing workplace information
- Read and interpret instructions and procedures relevant to the management of workplace information
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of workplace information
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when managing workplace information
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise during the management of workplace information in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and efficiently use information management systems and technologies
• Select and appropriately apply technology, information systems and procedures to workplace tasks
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer and supplier contact and related information coordination

Information may be:

- in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport & distribution operations

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail
Consultative processes may involve:

- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- workplace policies and procedures
- relevant contracts and agreements
- quality or enterprise work specifications and procedures
- manufacturers specifications and/or supplier's advice, recommended procedures, policies and instructions
- guidelines relating to minimising risks to the environment and compliance with OH&S requirements
- supplier and/or client instructions
- material safety data sheets
- relevant agreements and codes of practice
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures
- workplace agreements and awards
- workers compensation
- emergency procedures
Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIP607C Establish international distribution networks

Unit Descriptor
This unit involves the skills and knowledge required to establish international distribution networks in accordance with workplace procedures. This includes sourcing potential networks, establishing potential service providers' profiles, and contracting suitable service providers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field
P – Business Planning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Source potential networks
1.1 Current and required future enterprise distribution networks are identified
1.2 Potential agents, capable of servicing current or potential operations, are identified
1.3 Initial contact is undertaken with potential service providers
1.4 Information is sourced from potential service agents regarding their capacity, capability and viability to meet identified operations

2 Establish potential service provider's profile
2.1 Distributor's contact details, scope of operation(s) and cost and service standards are evaluated and documented
2.2 An assessment of the service provider's technostructures and
infrastructures is undertaken, including the compatibility of the system(s) to own operations
2.3 Service provider's current credit ratings are established in accordance with enterprise procedures
2.4 Security procedures for potential service providers are established in accordance with workplace requirements

3 Contract service providers

3.1 Terms of operation and performance standards are negotiated with selected service providers
3.2 Contracts are completed with selected service provider(s) within scope of authority
3.3 The performance of service providers is monitored against identified targets within the contract
3.4 Variances to contracts are renegotiated in accordance with statutory requirements and changes within the international and local trading environments
3.5 Contracts and ancillary documentation are stored in accordance with enterprise and regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international regulations, codes of practice and legislative requirements relevant to the establishment and maintenance of international distribution networks
- Australian Dangerous Goods Code and relevant Australian and international regulations and standards applicable to transport and distribution of dangerous goods and hazardous substances
- Relevant OH&S and environmental protection procedures and regulations
- Workplace policies and processes for the establishment of an international distribution network
- Problems that may occur during the establishment of an international distribution network and action that can be taken to report or resolve the problems
- Hazards and risks that may arise during the establishment of an international distribution network and ways of controlling the risks involved
- Focus of operation of distribution systems, resources, management and workplace operating systems
- Applicable contract law
- Relevant aspects of international and domestic trade operations
- Operational procedures for document control
- International legislation regarding carriage of goods
- Banking procedures and exchange rates
- Quality and customer service standards, policies and procedures
• Application of relevant Australian and international standards and associated certification requirements
• Resource availability including the competencies of individuals in the team/group
• The application of current competencies within functional activity

**Required skills:**
• Communicate and negotiate effectively with others when establishing an international distribution network
• Resolve issues and conflicts
• Read and interpret contracts, distribution specifications, regulatory requirements and customer instructions relevant to the establishment of an international distribution network
• Prioritise work and coordinate self and others in relation to workplace activities
• Complete documentation related to the establishment of an international distribution network
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when establishing an international distribution network
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise during the establishment of an international distribution network in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise international distribution systems and projects
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Assess logistics functions
• Negotiate and monitor contracts
• Select and apply appropriate computing and communications technology, information systems and procedures
• Operate and adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:
• in various work environments in the warehousing, storage, transport and distribution industries

Customers may be:
• internal or external
Operations may be conducted:

- by day or night
- in all weather conditions

The workplace environment may involve:

- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces

Requirements for work may include:

- limits of authority in relation to determination of contracts
- international codes of practice
- communications equipment
- international financial control and exchange regulations
- international markets
- authorities and permits

Consultative processes may involve:

- service providers
- other employees and supervisors
- financial and government institutions
- suppliers, potential customers and existing clients
- management and union representatives
- freight forwarding agencies and specialists
- custom brokers
- other professional or technical staff

Service providers will be:

- from a range of organisations and countries, and will differ significantly in their capability and capacity to undertake freight forwarding operations. Assessment should confirm the applicability of new providers to provide a quality, cost competitive service within agreed service parameters

Communications systems may involve:

- fixed or mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memos
- RF systems

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- Australian and international codes of practice and regulations relevant to the international distribution of goods and freight
- Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG and IDG Code
- workplace operating procedures and policies
- contract documents
- insurance documentation
- operations manuals, job specifications and procedures and induction documentation
- manufacturers/suppliers specifications, instructions and labelling advice, including material safety data sheets
- Safe Working Limits (SWL) and Working Load Limits (WLL) of transport and distribution options
- client instructions
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- customer service and quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- regulations and codes of practice for the international transfer of freight
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including:
  - Australian and International Dangerous Goods Codes
  - Australian Marine Orders and the International Maritime Dangerous Goods Code
  - IATA Dangerous Goods by Air regulations
  - Australian and International Explosives Codes
- Australian and international insurance regulations and legislation
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
Contribute to the development of a workplace learning environment

Unit Descriptor

This unit involves the skills and knowledge required to contribute to the development of a workplace learning environment in accordance with workplace procedures. This includes creating learning opportunities, facilitating and promoting learning, and monitoring and improving learning effectiveness. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field

P – Business Planning

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Create learning opportunities

1.1 Workplace environments which facilitate learning are developed and supported
1.2 Learning plans are developed as an integral part of individual/team performance plans
1.3 Learning plans reflect the diversity of needs and learning opportunities of individual employees and the enterprise
1.4 Individual/team access to, and participation in, learning opportunities is facilitated including both formal and informal learning opportunities
1.5 Negotiation with training and development specialists results in the planning and provision of learning which enhances the
operation of the workplace

2 Facilitate and promote learning

2.1 Workplace activities are used as opportunities for learning
2.2 Coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes
2.3 The benefits of learning are shared with others in the team/workplace
2.4 Workplace achievement is recognised by timely and appropriate recognition, feedback and rewards

3 Monitor and improve learning effectiveness

3.1 Feedback from individuals/teams is used to identify and introduce improvements in future learning arrangements
3.2 Adjustments negotiated with training and development specialists result in improvements to the efficiency and effectiveness of learning
3.3 Records and reports of competency are documented and maintained within the workplace systems and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulations, codes of practice and legislative requirements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace policies and processes for the development of a workplace learning environment
- Problems that may occur during the development of a workplace learning environment and action that can be taken to report or resolve the problems
- Business policies and plans including training and assessment
- Focus of operation of work systems, resources, management and workplace operating systems
- The application of current competencies within functional activity
- Application of relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- Resource availability including the competencies of individuals in the team/group
- Quality and customer service standards, policies and procedures
- Relevant workplace documentation procedures

Required skills:
- Communicate effectively with others when developing a workplace learning environment
- Read and interpret competency standards, job specifications, training and assessment instructions and materials relevant to the development of a workplace learning environment
- Prioritise work and coordinate self and others in relation to workplace learning opportunities and activities
- Complete documentation related to developing a workplace learning environment
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when developing a workplace learning environment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise during the development of a workplace learning environment in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise learning opportunities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply relevant assessment guidelines and endorsed competency standards appropriate for the workplace
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate technology, learning and assessment resources, information systems and procedures
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Learning activities may be: provided in various work environments in the warehousing, storage, transport and distribution industries

This unit operates in an environment where: workplace structures support workplace learning

Customers may be: internal or external

Operations may be conducted: by day or night

The workplace environment may involve:
- twenty-four hour operation
- single and multi-site locations
- large, medium and small workplaces
Workplace learning environment may involve:

- both internal and external competency-based learning opportunities
- structured and non-structured learning opportunities
- workplace on-the-job coaching and mentoring
- opportunities for the recognition of skills and knowledge gained through previous learning and experience

Consultative and learning processes may involve:

- employees, supervisors and managers
- training providers and assessors
- relevant authorities, government departments and institutions
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- codes of practice and regulations relevant to workplace operations
- workplace procedures and policies for creation of a workplace learning environment
- training manuals, job specifications and procedures and induction documentation
- relevant competency standards and assessment materials
- training materials and learning resources
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- regulations and codes of practice relevant to workplace operations
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- regulations applicable to competency based training and assessment carried out within the Australian Quality Training Framework
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIP807C Manage a transport and distribution business unit

Unit Descriptor
This unit involves the skills and knowledge required to manage a transport and distribution business unit in accordance with relevant regulatory requirements and workplace procedures. This includes identifying the market for the business unit, setting transport and distribution business unit objectives, collecting information for business planning operations, establishing the resources required to achieve objectives, and managing business unit performance to achieve the required outcomes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field
P – Business Planning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify market
1.1 Existing customers are identified and feedback gained regarding performance
1.2 Improvements are planned to increase service provision
1.3 Potential customers are identified and arrangements made to target potential customers

2 Set transport and distribution business
2.1 Goals for the transport and distribution business are identified in accordance with enterprise business plan
### Unit Objectives

2.2 Key performance indicators are defined and documented
2.3 A strategy to achieve transport and distribution business unit objectives in the short, medium and long term is prepared
2.4 Contingency plans are developed in the event that objectives need to be varied

### Collect Information for Business Planning Operations

3.1 Information on market competitors, potential opportunities and weaknesses of the business is collected, analysed and organised
3.2 Available resources are identified taking into account customer needs and the business objectives

### Establish Resources to Achieve Objectives

4.1 Financial flows are planned and scheduled
4.2 Information on-costs and resource utilisation is interpreted and budget requirements are identified
4.3 Staff and physical resource requirements are identified and costed to meet the business requirements
4.4 Job profiles are determined and resources are made available for training to meet business objectives
4.5 Transport and distribution business unit objectives and related policies and practices are explained to employees
4.6 Resource acquisition is managed to ensure business objectives are achieved

### Manage Business Unit Performance

5.1 Systems and processes are established to assess progress in achieving profit/productivity plans and targets
5.2 Systems for resource acquisition and usage are established
5.3 Financial information is analysed and interpreted to monitor profit/productivity performance
5.4 Systems and processes are monitored to establish whether resources are being used as planned
5.5 Problems with resource usage are investigated and rectified
5.6 Effective action is taken to reduce costs and enhance value to customers and/or enterprise
5.7 Recommendations for variations to operational plans are negotiated and approved by any relevant parties
5.8 Performance reports are generated in accordance with enterprise procedures

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
• Australian and international regulations, codes of practice and legislative requirements relevant to business unit activities
• Relevant OH&S and environmental procedures and regulations
• Workplace policies and processes for the management of a transport and distribution business unit
• Problems that may occur when managing a transport and distribution business unit and action that can be taken to report or resolve the problems
• Hazards and risks that may arise during the management of a transport and distribution business unit and ways of controlling the risks involved
• Business policies and priorities
• Market intelligence relevant to business operations
• Information on key competitors' operations, strengths and weaknesses
• Focus of operation of work systems, resources, management and workplace operating systems
• Quality and customer service standards, policies and procedures
• Application of relevant Australian and international standards and associated certification requirements
• Resource availability including the competencies of individuals in the team and group
• The application of current competencies within functional activity

**Required skills:**

• Communicate effectively with others when managing a transport and distribution business unit
• Read and interpret operational data, regulatory requirements, market intelligence, finance, budgetary information and business policies relevant to the management of a transport and distribution business unit
• Prioritise work and coordinate self and others in relation to business activities
• Complete documentation related to the management of a transport and distribution business unit
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when managing a transport and distribution business unit
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when managing a transport and distribution business unit in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when managing a transport and distribution business unit
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Apply fatigue management knowledge and techniques
• Work systematically with required attention to detail without injury to self or others, or
damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating
procedures
• Select and use required personal protective equipment conforming to industry and OH&S
standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The business unit may be:
• a complete small business enterprise
• a unit within a larger organisation, within the
warehousing, storage, transport and distribution
industries

This unit requires the application of:
• system management processes to ensure business
objectives are achieved

Customers may be:
• internal or external

Operations may be conducted:
• by day or night
• any weather conditions

The workplace environment may involve:
• twenty-four hour operation
• single and multi-site locations
• large, medium and small workplaces

Services, products, risks, work systems and requirements:
• potentially vary in different sections of the workplace

Consultative processes may involve:
• employees, supervisors and managers
• customers and suppliers
• relevant authorities, government departments and
institutions
• representatives of other enterprises and organisations
with an interest in the business activities of the
unit/organisation
• industrial relations and OH&S specialists
• other professional or technical staff
Communications systems may involve:
- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:
- Australian codes of practice and regulations relevant to business unit operations
- business policies and operating procedures
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable regulations and legislation may include:

- regulations and codes of practice relevant to business unit operations
- relevant codes and regulations for the carriage and storage of hazardous substances and dangerous goods, where applicable
- relevant Australian Standards and certification requirements
- relevant trade practices legislation
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIPC107A  Demonstrate care and apply safe practices at work

Unit Descriptor
This unit covers the skills and knowledge required to understand, apply and satisfy safe work practices in an industry. It includes following workplace occupational health and safety (OH&S) procedures; maintaining personal well-being; reporting on safety of self and others; and dealing with emergency situations. It may apply to OH&S requirements and/or internal workplace policies and procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
The unit has applications across industries. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities. The workplace environment may include a school classroom or workshop equipped with the appropriate workplace equipment, RTO premises, or an enterprise environment where a high level of supervision exists.

Competency Field
PC – Pathways Certificate

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Follow workplace OH&S procedures

1.1 Relevant OH&S, workplace hazard control procedures and safe work practices are identified, interpreted and applied to work
1.2 Workplace procedures for reporting hazards are identified and adhered to in a prompt and efficient manner
1.3 All relevant work activities are undertaken in a safe manner according to OH&S guidelines, enterprise policies and procedures
1.4 The work area is assessed regularly and procedures to report, remove or minimise potential hazards are followed
1.5 Personal protection clothing and equipment is correctly used in accordance with established safety and workplace procedures

2  Maintain personal well-being in the workplace

2.1 Risks to personal well-being which may affect safe performance in the workplace are identified and strategies to prevent them are put into place
2.2 Procedures for maintaining a tidy and clean personal work area are identified, interpreted and followed
3 Be aware of and report on safety of self and others

3.1 Situations which may endanger the individual or other workers are identified and corrected or reported
3.2 Incidents and injuries to self or others on the job are dealt with in a timely manner and reported to appropriate persons
3.3 Participative arrangements to foster safe working practices are contributed to, as appropriate

4 Deal with emergency situations

4.1 Emergency situations are recognised and required action is taken within scope of individual responsibility
4.2 Emergency procedures are followed in accordance with organisational procedures
4.3 Assistance from colleagues and/or other authorities is sought where appropriate

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable national, state and territory regulations
• Procedures related to OH&S to be followed in the work area concerned
• Workplace hazards and ways to minimise or remove them
• Workplace equipment, materials, housekeeping equipment and the processes and precautions for their use
• Personal protective equipment relevant to the job and job context
• Appropriate hygiene and safety standards

Required skills:

• Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
• Report workplace hazards and occupational health and safety incidents and related action
• Solve or report problems identified when dealing with safety hazards and applying appropriate hazard control procedures
• Use required personal protective equipment and clothing and other equipment required when following OH&S procedures
• Recognise limitations and ask for help
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Hazard control procedures may include:

- emergency, fire and accident procedures
- hazard identification and removal or, if this is not possible, establish a hazard control
- use of personal protective equipment
- relevant manufacturers guidelines relating to the operation and use of equipment
- OH&S regulations
- safe use of mechanical, pneumatic, hydraulic and/or electrical equipment
- safe use of chemicals and toxic substances
Workplace hazards may include:

- untidy work conditions including poor hygiene practices and unnecessary obstacles and equipment in work areas
- sharp instruments, knives or equipment
- noise
- hot substances and equipment (stoves, ovens, etc.)
- electricity and water
- electrical equipment
- being careless when using cutting equipment or dealing with heat or hot surfaces
- damaged equipment
- moving machinery
- materials handling
- gases and liquids under pressure
- working at heights
- confined spaces
- inappropriate lifting practices
- dangerous floor surfaces
- movements of equipment, goods, vehicles
- chemicals and other harmful substances including fumes and dust
- toxic substances
- damaged packing material and containers
- inflammable materials and fire hazards
- waste management and disposal
- extremes in weather conditions
- unsuitable lighting levels
- water hazards
- dangerous storage areas

Safe work practices may include, but are not limited to:

- manual handling procedures
- correct posture
- safe lifting and bending
- using appropriate personal protective equipment
- good hygiene and health maintenance
Risk to personal well-being are actions by an individual which affect their ability to work safely and may include:

- smoking, alcohol and drug use
- lack of sleep
- poor diet
- lack of exercise
- stress
- not using appropriate methods when lifting or moving heavy objects
- not wearing proper personal protective equipment

Personal protection clothing and equipment may include but are not limited to:

- gloves
- masks
- aprons
- hair covering
- uniform
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Appropriate persons may include:

- workplace personnel
- supervisors
- team leaders
- management
- OH&S personnel
- other persons authorised or nominated by the organisation

Emergency situations may include:

- accidents, including those that do not result in injury
- overheating equipment
- injuries such as cuts, scalds, burns
- health conditions such as fainting, asthma attacks, allergic reactions
- spills and leakages of harmful gas and liquids
- structural failures and breakages
- robbery
- fire
- flooding
- power failures or shorts
Participative arrangements may include:

- workplace meetings
- suggestion schemes
- regular communications with team leaders
- information sessions

Information and documents may include:

- applicable national, state and territory regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role

Applicable legislation, regulations and codes may include:

- applicable national, state and territory regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIPC207A  Adapt to work requirements in the transport and logistics industry

Unit Descriptor
This unit involves the skills and knowledge required to adapt to work requirements in the transport and logistics industry. It serves as an introduction to all sectors of the transport and logistics industry and includes the application of industry and workplace guidelines and procedures in a day-to-day work context as well as appropriate work behaviour. The elements of this unit should always be assessed in conjunction with other units that form part of a specified job function. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
As this unit provides an introduction to all sectors of the transport and logistics industry, it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities and related workplaces.

Training and assessment against this competency unit must incorporate all relevant legislative and regulatory requirements.

Competency Field
PC – Pathways Certificate

ELEMENT
PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Manage one's own learning
1.1 One's personal goals or vision are considered and articulated
1.2 Opportunities for learning new ideas and techniques in relation to personal goals are identified
1.3 Personal learning needs and skill gaps are recognised
1.4 Opportunities for skills development activities are identified in liaison with relevant personnel
1.5 A range of learning tools and practices are accessed and applied to the job
1.6 Advantage is taken of on-the-job and off-the-job learning opportunities

2 Adapt to and demonstrate appropriate work practice
2.1 Work requirements are identified and interpreted with advice from appropriate persons
2.2 Appropriate dress and behaviour is observed in the workplace
2.3 Work and personal priorities are identified and a balance is achieved
2.4 Time management strategies are applied to work duties
2.5 Interactions with others is tailored to take into account different backgrounds, cultures and languages

3 Work within organisational requirements

3.1 Organisational requirements and key activities of the workplace are identified
3.2 Relevant workplace policies and guidelines are identified and applied to work undertaken
3.3 The range of organisational and industry values are identified
3.4 Any uncertainties are discussed with key personnel and clarified

4 Identify industry products and services

4.1 The products provided by the industry are identified
4.2 The services provided by the industry are identified
4.3 Appropriate standards of customer service are identified across each industry
4.4 Quality standards for products and services as identified by the industry are clarified

5 Identify the sectors in the industry

5.1 The main sectors of the industry, their key activities and the way in which they inter-relate are identified
5.2 The roles and responsibilities of the industry sectors are clarified
5.3 Industry representatives and their roles are understood
5.4 Issues or events impacting on the industry are realised

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Current events, activities and products and services of the transport and logistics industry
• Workplace policies, procedures and guidelines
• Time management strategies and appropriate workplace etiquette
• Workplace equipment, tools and other technologies used in the transport and logistics industry, and where and how to obtain information and instructions on their safe use and basic care and servicing
• Learning opportunities in the workplace

Required skills:
• Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
• Use workplace technology skills where appropriate or required
• Follow relevant OH&S and environmental protection procedures and responsibilities
• Use time management strategies
• Adapt and modify activities depending on differing workplace contexts and environment
• Apply relevant industrial or other legislative requirements
• Recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
• Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Skill gaps are:
• a range of skills needed for the workplace or for a particular job which are currently not developed within an individual. They are different from an individual's 'personal learning needs' as they are skills specifically relevant and required for a particular job

Skill gaps may include:
• physical capacity skills
• workplace technology skills such as business equipment, computer technology, machinery, hand tools, knives, lifts, security systems
• numeracy skills
• customer service skills
• communication skills such as listening and understanding, speaking clearly/directly, reading, writing
• technical skills

Skill development activities may include:
• training courses
• IT courses
• human resources programs
• coaching and mentoring programs
• having access to a mentor for questions and advice
• having the chance to learn a new task or to operate a new piece of equipment or workplace technology
• participating in an external or internal training program

Learning tools and practices may include:
• learning through note taking
• reviewing manuals and training guides
• discussion
• practice
• observation
• trial and error
• or a combination of any of these
On-the-job opportunities may include:
- filling in for a co-worker in a new area
- going to talks or seminars arranged by the workplace
- shadowing another co-worker in a different area
- receiving on-the-job training and supervised practice

Off-the-job opportunities may include:
- taking a course with a training provider
- going to conferences or seminars
- going on site visits with supervisor
- participating in workplace social events
- participating in community events

Appropriate dress and behaviour may include:
- personal dress, presentation and hygiene
- demeanour and attitude displayed to customers and fellow employees

Time management strategies may include:
- goal setting
- prioritisation
- planning
- overcoming procrastination
- dealing with interruptions
- organising your work environment

Organisational requirements may include:
- organisational policies and guidelines
- common organisational practice
- performance plans
- OH&S policies, procedures and programs

Information and documents may include:
- applicable national, state and territory regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role

Applicable legislation, regulations and codes may include:
- applicable national, state and territory regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit:**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
OTPC207A  Adapt to work requirements in the transport and logistics industry

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010

unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIPC307A  Apply effective work practices

Unit Descriptor
This unit covers the skills and knowledge required to apply effective work practices in an industry. It includes planning, organising and completing work, communicating effectively, working with others, solving problems and adapting to changes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

 Employability Skills
This unit contains employability skills.

 Application of the Unit
The unit has applications across industries and it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities and related workplaces.

 Competency Field
PC – Pathways Certificate

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan, organise and complete daily work
1.1 Work instructions and priorities are identified and interpreted in consultation with supervisor
1.2 An appropriate work plan or daily routine is determined and mapped out
1.3 Materials, resources or information needed to complete work is determined, collected, and organised
1.4 Work tasks are completed within designated timelines, quality standards, and instructions
1.5 Problems that arise are dealt with in a practical, timely and appropriate manner and assistance is sought when required
1.6 Feedback is sought on work performance and improvements are made as required

2 Communicate effectively
2.1 Appropriate lines of communication with supervisors, colleagues and customers are identified
2.2 Effective communication skills and numeracy skills are used to gather and convey information
2.3 Appropriate non-verbal behaviour is demonstrated

3 Work with others
3.1 Work roles of self and others in the workplace are identified
3.2 Individual responsibilities and duties to the team are undertaken in a positive manner and in a range of situations to promote cooperation and good relationships
3.3 Customers and colleagues who have diverse backgrounds are respected
4 Use workplace technology

4.1 Appropriate workplace technology is selected and used according to workplace and manufacturers guidelines and instructions

4.2 Workplace technology is inspected to ensure it is not damaged and is working properly and precautions are taken to reduce risks

4.3 Appropriate action is taken when problems with workplace technology occur

4.4 Workplace technology is cared for according to workplace and manufacturers guidelines and instructions

5 Solve work problems

5.1 Problems are identified and practical or creative solutions are developed within the scope of individual responsibility to rectify them

5.2 Assistance is sought from key personnel when appropriate

5.3 Workplace problems are reported as required using appropriate workplace procedures

6 Adapt to change

6.1 New work requirements or situations are identified, clarified and adapted to

6.2 A range of possible practical or creative options to deal with workplace challenges are considered

6.3 A willingness to be open to and trial new ideas and techniques is demonstrated

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Workplace procedures, policies and instructions
- Workplace structures and the roles and responsibilities of individuals and team/group members
- Basic mathematical operations and techniques
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical problems in the workplace and appropriate action and solutions
- Systems and equipment used in the workplace and the instructions, processes and precautions for their use
- Basic principles of teamwork in the workplace

Required skills:
- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
• Follow relevant OH&S and environmental protection procedures and responsibilities
• Interpret and follow a designated work plan or set of instructions for a job
• Plan a daily routine to complete required workplace tasks
• Use time management strategies
• Work cooperatively and collaboratively with others to complete tasks
• Adapt and modify activities depending on differing workplace contexts and environment
• Use appropriate techniques to solve or report problems identified when completing work tasks
• Carry out calculations that may be required when completing work tasks, particularly including the four basic mathematical operations
• Take appropriate initiatives to deal with problems and to complete tasks
• Identify and correctly use equipment, tools and other technology required to complete workplace tasks
• Keep required records of workplace activities
• Apply relevant industrial or other legislative requirements
• Recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
• Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work instructions may include:
- job sheets
- patterns
- plans
- drawings
- designs
- verbal directions
- customer orders
Communication in the workplace may include:

- listening and understanding
- speaking clearly and directly
- reading independently
- writing to audience needs
- group interaction
- the chain of command in which to report
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions

Effective numeracy skills are those which related to the job or specific task and may involve the operations of multiplication, division, addition, subtraction, percentages and/or fractions, and may include those related to:

- estimates of the quantities of materials and resources required to complete a work task
- money (cost, invoices, change, etc.)
- volume
- weight
- time
- length and distance
- speed
- area
- perimeter

A diversity of backgrounds may include, but is not limited to different:

- ages
- genders
- culture
- personal values or beliefs
- race
- religion
- political persuasion

Workplace technology may vary widely from industry to industry and may include:

- business equipment such as fax machines, telephones, photo copiers, cutting machines, cameras, voice recorders
- computer technology such as laptops, PCs, digital cameras, zip drives, modems, scanners, printers
- other technology such as machinery, hand tools, knives, ovens, stoves, lifts, security systems
Workplace technology precautions may include:
• routine checking of equipment
• regular backups of data
• keeping a log book of detected faults
• checking that repairs have been carried out
• using appropriate clothing

Appropriate action may include:
• contacting a supervisor, manager
• contacting the manufacturer
• contacting a service provider
• reporting and documenting the problem

Key personnel may include:
• supervisor
• manager
• fellow colleagues
• team members

Workplace procedures may include:
• organisational policies and guidelines
• common organisational practice
• performance plans
• OH&S policies, procedures and programs
• relevant legislative requirements in areas such as OH&S, privacy, anti-discrimination, environmental protection, trade practices, etc
• relevant licence requirements and related regulations

Information and documents may include:
• applicable national, state and territory regulations
• standard operating procedures applicable to work role
• quality standards applicable to work role

Applicable legislation, regulations and codes may include:
• applicable national, state and territory regulations
• relevant Australian Standards and related requirements
• relevant state/territory OH&S legislation
• relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIPC407A Complete courier delivery operations**

**Unit Descriptor**
This unit covers the fundamental knowledge and skills required to complete real or simulated courier delivery operations. It includes clarifying and organising the operations, planning the pick-up and delivery route(s), picking up item(s) from customers, delivering items to correct addresses, completing transactions with customers and maintaining records of courier delivery operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
This unit is designed for use in a Pathways qualification or skills set. It should not be used in a qualification that has a direct job outcome. The unit has applications within a Pathways Certificate I aimed at providing entry level skills and knowledge in the area of courier and delivery operations. It should be regarded as an integrating project unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to real or simulated work activities and related workplaces in the transport and logistics industry.

**Competency Field**
PC – Pathways Certificate

**ELEMENT PERFORMANCE CRITERIA**

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Clarify and organise pick-up and delivery operations**

1.1 Work requirements and specific customer needs are interpreted and, where necessary, clarified

1.2 Pick-up and delivery points are located

1.3 Size, weight and configuration of items to be delivered are identified and where necessary measured

1.4 Resources required to facilitate pick-up and delivery are identified and prepared for use

2 **Plan pick-up and delivery route**

2.1 Pick-up and delivery route is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities

2.2 Items to be delivered are sorted accurately into route order

2.3 Items to be delivered are handled in a manner that minimises the risk of damage

2.4 Special items are identified accurately

2.5 Items to be delivered are organised into bundles and kept in sequence for delivery

2.6 Items to be delivered are handled securely
3 Pick-up items to be delivered

3.1 Items are picked up within specified times
3.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss
3.3 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services

4 Deliver items to correct addresses

4.1 Deliveries are completed within specified times
4.2 Items are kept secure to minimise the risk of damage, theft, misdelivery and loss
4.3 Items requiring special treatment are delivered as specified and relevant documentation is completed accurately
4.4 Contact with customers is conducted courteously and in a manner that encourages customers to continue to use the pick-up and delivery services

5 Complete transactions with customers

5.1 Amount owing is noted from the delivery advice or invoice and customer is advised
5.2 Transactions (where applicable) are completed in accordance with workplace policy and procedures
5.3 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given

6 Maintain records of courier delivery operations

6.1 Incidents involving customers that occur, or hazards identified during the delivery, are reported accurately to the relevant person
6.2 Undelivered and undeliverable items are processed in accordance with workplace policies and procedures
6.3 Documentation and records are completed, checked for accuracy and given promptly to the appropriate persons

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Pick-up and delivery procedures, policies and instructions
• Relevant workplace standards and duty of care requirements
• Safe lifting and carrying policies and procedures
• Basic mathematical operations and techniques needed to plan pick-up and delivery routes and schedules and to complete any financial transactions involved
• Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
• Typical mathematical problems involved in courier delivery operations and appropriate action and solutions
• Systems and equipment used during pick-up and delivery processes and the instructions, processes and precautions for their use

**Required skills:**
• Use literacy skills for written and verbal communication as may be required in courier pick-up and delivery operations
• Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
• Interpret and follow a set of instructions for a pick-up and delivery operation
• Plan a route and schedule to complete required workplace tasks
• Follow relevant OH&S and environmental protection procedures and responsibilities including safe lifting and carrying procedures
• Work cooperatively and collaboratively with others to complete pick-up and delivery tasks
• Adapt and modify pick-up and delivery activities depending on differing workplace contexts, resources and environment
• Use appropriate techniques solve or report problems identified when completing pick-up and delivery operations
• Complete calculations required for transactions when completing pick-up and delivery operations
• Take appropriate initiatives to deal with problems and to complete tasks
• Identify and correctly use mobile phones and any other equipment and technology required to complete pick-up and delivery tasks
• Keep required records of pick-up and delivery operations
• Recognise and adapt appropriately to cultural differences experience when completing pick-up and delivery operations, including modes of behaviour and interactions among staff and customers
• Recognise limitations, ask for help or information about work requirements and procedures

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Dependent on the type of pick-up and delivery service being provided, pick-up and delivery points may be to:

- personal work areas within an organisation or on a worksite
- residential or business addresses in an area
Dependent on the type of pick-up and delivery service being provided, resources may include:

- communications technology such a mobile
- sorting and processing equipment (where applicable)
- street maps or layouts of buildings or sites
- directories of addresses within an organisation
- telephone directories
- delivery technology such as a delivery satchel, trolley, bicycle or motorcycle (where applicable)

Items to be picked up or delivered may include:

- letters
- parcels
- boxes
- files
- bulky items

Special items may include:

- fragile items
- bulky items
- heavy items
- registered items

Ways in which items may be kept secure include:

- packing them in the bags/satchels provided
- storing them in a locked storage area or bag
- ensuring that items are not dropped or damaged
- ensuring that items are kept under close observation during delivery and pick-up operations

Dependent on the type of pick-up and delivery service being provided, transactions may include:

- cash
- cheques
- credit arrangements
- other non-cash forms of transaction

Information and documents may include:

- applicable regulations
- standard operating procedures applicable to work role
- quality standards applicable to work role
- records of deliveries and pick-ups
- receipts for items picked up
- receipts for transactions completed
- records of financial transactions
- records and customer advice in situations where delivery or pick-up could not be completed

Applicable legislation, regulations and codes may include:

- applicable regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIPC507A

Complete small store operations

Unit Descriptor
This unit covers the fundamental skills and knowledge required to complete real or simulated small store operations. It includes planning and organising for the operations, completing small store operations such as stocktaking, ordering, receiving and despatching goods, and maintaining records of small store operations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit is designed for use in a Pathways qualification or skills set. It should not be used in a qualification that has a direct job outcome. The unit has applications across industries. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities. The workplace environment may include a school classroom or workshop equipped with the appropriate workplace equipment, RTO premises, or an enterprise environment where a high level of supervision exists.

Competency Field
PC – Pathways Certificate

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Organise small store operations
1.1 Small store work requirements and specific internal or external customer requirements are interpreted and the small store operations are organised accordingly
1.2 An inventory or stocktake of goods or items held in the small store is conducted in accordance with workplace requirements
1.3 Levels of goods and items in stock are monitored and maintained at levels prescribed by store procedures
1.4 Orders for the replenishment of goods or items in the small store are made in accordance with store procedures

2 Complete small store operations
2.1 Incoming goods and items are received and checked against orders and relevant specifications
2.2 Received goods and items are stored in accordance with the small store procedures
2.3 Goods and items for issue are picked and despatched in accordance with the small store procedures

3 Maintain records of small store
3.1 Inventory or records of stocks held in the small store are kept in accordance with workplace procedures
3.2 Dockets and receipts for received goods are correctly completed
3.3 Any discrepancies or identified damage in received goods are recorded and reported in accordance with workplace procedures
3.4 Records of goods or items issued from the small store are completed in accordance with workplace procedures
3.5 Any discrepancies in the inventory or record of stocks held are identified and reported in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Procedures, policies and instructions for small store operations
• Relevant workplace standards and duty of care requirements
• Safe lifting and carrying policies and procedures
• Basic mathematical operations and techniques needed to place orders, complete simple stocktakes, receive and check goods and stock, and pick and despatch goods and stock
• Procedures for identifying and using relevant workplace technology when completing small store operations such as lifting equipment, calculators and computers
• Typical problems involved in small store operations and appropriate action and solutions
• Basic knowledge of the stock and goods held in the small store sufficient to allow identification in the course of small store activities

Required skills:
• Use literacy skills for written and verbal communication required in small store operations
• Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
• Interpret and follow a set of instructions for a small store operation
• Plan a schedule to complete required workplace tasks
• Follow relevant OH&S and environmental protection procedures and responsibilities including safe lifting and carrying procedures
• Work cooperatively and collaboratively with others to complete small store tasks
• Adapt and modify small store activities depending on differing workplace contexts, resources and environment
• Use appropriate techniques solve or report problems identified during small store operations
• Take appropriate initiatives to deal with problems and to complete tasks
• Identify and correctly use communications and any other equipment and technology required to complete small store activities
• Keep required records of small store operations
• Recognise and adapt appropriately to cultural differences experience when completing small store operations, including modes of behaviour and interactions among staff and customers
• Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Dependent on the type of small store service being provided, inventory or stocktake types may include:
• simple stock identification, counting and recording for checks against existing stock records
• use of simple bar code equipment for stock identification, counting and recording and checks against existing stock records

Dependent on the type of small store service being provided, goods or items may include:
• food items
• gardening supplies
• small workshop tools and/or materials
• stationery/office supplies
• craft supplies
• books/magazines

Dependent on the type of small store service being provided and the types of goods involved, checking may include:
• check of quantities received against order, invoice or other delivery documentation
• visual inspection and identification
• checks for damage
• checks against specifications as per organisational instructions
• weighing

Dependent on the type of small store service being provided, ways in which items may be picked (accessed from storage) and despatched include:
• interpretation of a personal request and simple identification and selection of items from storage area and issuing by hand
• interpretation of an internal written request, simple identification and selection of items from storage area and delivering to internal customer concerned
• interpretation of an external request (possibly on a standard form, simple identification and selection of items from storage area and packing items and despatching them by courier or post)

Dependent on the type of small store service being provided, types of inventory or records of stocks may include:
• hand written inventory or stock record book
• simple computerised record system
Dependent on the type of small store service being provided, documentation and records may include:

- hand written record book
- simple computerised record system
- carbon copy receipt book

Information and documents may include:

- applicable regulations from each state and territory
- standard operating procedures applicable to work role
- quality standards applicable to work role

Applicable legislation, regulations and codes may include:

- applicable regulations from each state and territory
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLIQ1007B  Maintain customer credit accounts and services

Unit Descriptor
This unit involves the skills and knowledge required to maintain customer credit accounts and services in accordance with workplace requirements, including establishing and maintaining customer credit accounts and services, and maintaining a customer information system. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of customer credit accounts and services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of customer credit accounts and services as part of work activities in the transport, distribution and/or allied industries.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Establish and maintain customer credit accounts and services
1.1 Lines of credit and other credit facilities are established and communicated to customers
1.2 Payment schedules by customers are monitored
1.3 Debtors are regularly identified and listed to initiate follow-up action
1.4 Debt recovery procedures are initiated and if unsuccessful approval is sought to write off bad debts

2 Maintain customer information system
2.1 Status of credit accounts is conveyed to customers on a regular basis.
2.2 Statistical returns displaying actual against anticipated performance are prepared
2.3 Database information regarding products and services sales on credit is maintained
2.4 Customer queries are dealt with promptly and courteously
2.5 Security of database and data integrity is maintained
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the maintenance of customer credit accounts and services
• Focus of operation of work systems, equipment, management and site operating systems for the maintenance of customer credit accounts and services
• Problems that may occur when maintaining customer credit accounts and services and appropriate action that can be taken to resolve the problems
• Information on relevant aspects of credit services, including: credit services offered by the workplace, credit account systems, credit ratings and limits and credit approval policies and procedures
• Documentation requirements for the maintenance of customer credit accounts and services
• Instruments of payment including letters of credit, cheques, promissory notes, bank drafts, etc.

Required skills:
• Communicate, negotiate and liaise effectively with others when maintaining customer credit accounts and services
• Read and interpret instructions, procedures and information relevant to the maintenance of customer credit accounts and services
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the maintenance of customer credit accounts and services
• Work collaboratively with others when maintaining customer credit accounts and services
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when maintaining customer credit accounts and services in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant computer and communication/office equipment
• Adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
- in a range of work environments  
- by day or night

Customers may be:  
- internal or external

Workplaces may comprise:  
- large, medium or small worksites

Customers include:  
- all other rail and freight authorities  
- private businesses  
- government bodies  
- members of the public as well as internal customers

Equipment used may include:  
- computer  
- intercom system  
- facsimile machine  
- calculator  
- telephone  
- answering machine  
- photocopier

Consultative processes may involve:  
- other employees and supervisors  
- current and potential customers  
- suppliers, customers and clients  
- relevant authorities and institutions  
- management and union representatives  
- industrial relations and OH&S specialists

Communication in the work area may include:  
- phone  
- electronic data interchange (EDI)  
- fax  
- email  
- internet  
- RF systems  
- oral, aural or signed communications

Personal protective equipment may include:  
- gloves  
- safety headwear and footwear  
- safety glasses  
- two-way radios  
- high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- codes of practice and regulations concerning the operation of credit accounts and services
- customer requests and works orders
- workplace procedures and policies including accounting procedures, credit approval procedures, office organisation procedures, record keeping, credit limits, and levels of credit authority
- operations manuals, job specifications and induction documentation
- manufacturers specifications for office equipment
- documentation and forms used for credit services
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the provision of credit services
- privacy legislation
- conditions of credit extension policies and related government legislation
- audit and financial legislation
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIQ107D  Conduct financial transactions

Unit Descriptor
This unit involves the skills and knowledge required to conduct direct financial transactions as part of courier operations, including operating point of sale equipment, transacting sales, clearing register, and maintaining sales documents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic financial transaction principles, routine procedures and regulatory requirements to conduct direct financial transactions as part of courier operations.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Operate point of sale equipment
1.1 Point of sale equipment is operated and maintained in line with manufacturers specifications and workplace procedures
1.2 Procedure for opening the sales equipment or register is followed
1.3 Adequate change is maintained for use in transactions
1.4 Sales equipment/register is closed off in accordance with workplace cash security procedures

2 Transact sale
2.1 Amount owing is calculated and customer advised
2.2 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given

3 Clear register
3.1 Sales equipment/register is cleared and cash is transferred at required times in accordance with workplace policy
3.2 Cheques, credit and other non-cash transactions are handled in accordance with workplace policy and procedures
3.3 Due security is maintained when handling cash in accordance with workplace security procedures

4 Maintain sales documents
4.1 Records are completed for all transactions including 'refunds' and 'no sales'

© Commonwealth of Australia 2009
TLI07 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
4.2 Adequate supplies of docket, vouchers and point of sale documents are maintained
4.3 Debtor transactions are processed in line with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations
• Relevant OH&S procedures and guidelines
• Risks and hazards when carrying out transactions and related precautions to control security threats
• Operational procedures for the conduct of direct financial transactions with customers in the courier industry
• Contingency planning relating to managing and controlling security threats
• Implications of credit and financial institution codes of practice
• Requirements of courier work systems, operations and relevant equipment
• Typical problems that can occur when conducting financial transactions and appropriate action that can be taken to prevent or solve them

Required skills:
• Communicate effectively with others when conducting financial transactions
• Read and interpret instructions, procedures and information relevant to the conduct of financial transactions
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the conduct of financial transactions
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when conducting financial transactions
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when conducting financial transactions in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions
• Plan own work including predicting consequences and identifying improvements
• Apply relevant agreements, codes of practice or other legislative requirements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing workplace contexts, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use transaction equipment, processes and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Safely use correct manual handling techniques

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• in a range of work environments and weather conditions
• by day or night

Customers may be:
• internal or external

Hazards may include:
• vehicular and pedestrian traffic
• uneven ground, steps, road surfaces
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature and radiant heat
• light including UV
• noise

Consultative processes may involve:
• clients
• other employees and supervisors
• union representatives
• industrial relations and OH&S specialists
• management
• other professional or technical staff
• local government authorities

Finance processing equipment may include:
• manual and electronic cash registers
• EFTPOS and credit card facilities
• smart card
• manual ticketing resources

Financial transactions are undertaken:
• within workplace policy and procedures

Communication may include:
• mobile and fixed phones
• radio
• oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:

- workplace procedures and policies
- job specifications
- relevant manufacturers specifications and instructions for the use of transaction equipment
- operations manuals
- induction documentation
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- regulatory requirements for conducting financial transactions
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory OH&S regulations and legislation
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

- requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIQ1107B  Maintain petty cash account

Unit Descriptor
This unit involves the skills and knowledge required to maintain petty cash account customers in accordance with workplace requirements, including preparing petty cash documentation and conducting cash transactions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of petty cash accounts.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of petty cash accounts as part of work activities in the transport, distribution and/or allied industries.

Competency Field
Q – Financial Management

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare petty cash documentation

1.1 Requests for petty cash advances are validated and required vouchers are prepared
1.2 Petty cash claims are validated and attached receipts are checked
1.3 Claim documentation is prepared and checked for accuracy before processing
1.4 Claims and vouchers are presented to nominated person/section for checking and approval appropriate to workplace limits
1.5 Irregularities are noted and referred to nominated person/section for resolution
1.6 Details of claims and vouchers are recorded to enable tracing and balancing of cash holding

2 Conduct cash transactions

2.1 Petty cash is provided against claims and vouchers from cash holding
2.2 Petty cash returns are secured and return receipts are provided
2.3 Petty cash returns are documented to enable tracing and balancing of cash holding
2.4 Documented transactions are reconciled against cash held
2.5 Cash is drawn using workplace procedures to maintain a balance appropriate to normal transaction levels
2.6 Cash is secured in accordance with workplace security requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codes of practice and regulations relevant to the maintenance of petty cash accounts
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the maintenance of petty cash accounts
- Focus of operation of work systems, equipment, management and site operating systems for the maintenance of petty cash accounts
- Problems that may occur when maintaining petty cash accounts and appropriate action that can be taken to resolve the problems
- Documentation requirements for the maintenance of petty cash accounts
- Instruments of payment including letters of credit, cheques, promissory notes, bank drafts etc.

Required skills:
- Communicate and negotiate effectively with others when maintaining petty cash accounts
- Read and interpret instructions and procedures relevant to petty cash accounts
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to petty cash accounts
- Work collaboratively with others when maintaining petty cash accounts
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining petty cash accounts in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail
- Select and use relevant computer, communication and office equipment
- Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites
Equipment may include:

• filing and record keeping system
• cash holding box/system
• cash transaction record book
• relevant computer software

Recording mechanisms/systems may be:

• paper-based or electronic

Business source documents may include, but are not exclusive to:

• purchase requisitions
• invoices
• delivery dockets
• bank statements
• cash register rolls
• purchase orders
• receipts
• credit notes
• remittance advice
• deposit books

Hazards in the work area may include exposure to:

• chemicals
• dangerous or hazardous substances
• movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:

• other employees and supervisors
• current and potential customers
• suppliers, customers and clients
• relevant authorities and institutions
• management and union representatives
• industrial relations and OH&S specialists

Communication in the work area may include:

• phone
• electronic data interchange (EDI)
• fax
• email
• internet
• RF systems
• oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- high visibility clothing

Information/documents may include:

- workplace procedures and policies concerning petty cash transactions including security procedures
- codes of practice and regulations relevant to petty cash accounts
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations for the provision of credit services
- privacy legislation
- conditions of credit extension policies and related government legislation
- audit and financial legislation
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIQ1207B Sell products and services

Unit Descriptor
This unit involves the skills and knowledge required to sell products and services in accordance with regulatory and workplace requirements, including preparing for financial transactions, promoting products and services, selling products and/or services, processing refunds, and reconciling financial transactions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with workplace requirements and relevant trade practices regulations.

Work is performed under some supervision, generally within a team environment. It involves the application of regulatory requirements and workplace procedures when selling products and services in the transport and allied industries.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for financial transactions
1.1 Float, goods and services are prepared in accordance with workplace policies and procedures
1.2 Point of sale is established to meet workplace requirements and standards

2 Promote products and services
2.1 Strategies to promote products and services are developed in accordance with workplace policies and procedures
2.2 Strategies to promote products and services are implemented in accordance with workplace procedures

3 Sell products or services
3.1 Product knowledge is applied when answering customer inquiries
3.2 Sales transactions are conducted in a courteous manner to the customer's satisfaction
3.3 The price is correctly calculated and charged and the correct change and receipt is issued

4 Process refunds
4.1 Claim for refund is substantiated in accordance with company procedures
4.2 Refund claim application processes are completed to ensure transaction details are recorded
4.3 The customer refund is correctly calculated and issued in a courteous manner

5 Reconcile financial transactions

5.1 The value of money and vouchers issued and refunded are calculated to enable reconciliation against total sales to validate cash on hand

5.2 Money, goods, service entitlements and reconciliation documents are secured in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations and codes of practice relevant when selling products and services
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for selling products and services
- Overview of the tourism industry and franchising arrangements
- Australian and international transport industry guidelines
- Workplace products and services
- Applicable insurance and public liability
- Relevant consumer laws and trade practice requirements
- Transport system fare structure and schedules
- Advertising policies
- Equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- Problems that may occur when selling products and services and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when selling products and services

Required skills:
- Communicate and negotiate effectively with others when selling products and services
- Network with others in travel agencies and sales outlets
- Read and interpret instructions, procedures and product information relevant to the sale of products and services
- Interpret and follow operational instructions and prioritise work
- Complete documentation and entry of data related to the sale of products and services
- Work collaboratively with others when selling products and services
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems or objections that may arise when selling products and services in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies and environments
• Work systematically with required attention to detail
• Carry out research activities required when selling products and services
• Market and promote products and services
• Create promotional layouts
• Select and use relevant office and communications equipment and materials when selling products and services
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
Goods and services may include:
• tickets
• vouchers
• items sold on an occasional basis such as surplus equipment or stock
• marketing or promotional items
Equipment may include:
• point of sale equipment
• ticket machines
• pricing equipment
• electronic calculators
Customers may include:
• employees or external customers
Service entitlements may include:
• tickets for travel or admission
• vouchers to be exchanges for services
Consultative processes may involve:
• customers and potential customers
• other workplace personnel
• supervisors and managers
• representatives of travel agencies and sales outlets
• official representatives
Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- face-to-face communication and memos
- signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- workplace procedures and policies for selling products and services
- work instructions, job description and induction materials
- pricing information including catalogues and computerised information
- published or computerised information on available products and services
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations, including trade practice and consumer protection regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.
unit

of this unit and include demonstration of applying:

ο the underpinning knowledge and skills
ο relevant legislation and workplace
  procedures
ο other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies
    and other simulated practical and knowledge
    assessment, and/or
  o access to an appropriate range of relevant
    operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or
    equipment, and/or
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at
    the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIQ1307B**  

**Advise on and construct fares for customers**

**Unit Descriptor**
This unit involves the skills and knowledge required to advise on and construct fares for customers in accordance with regulatory and workplace requirements, including advising on air, coach, ferry, tram, bus and rail fares; constructing fares and itineraries; and issuing documents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with workplace requirements and Australian and international tourist industry regulations.

Work is performed individually, but skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when advising on and constructing fares for customers in the transport and allied industries.

**Competency Field**
Q – Financial Management

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Advise on fares</strong></td>
<td>1.1 Transport provider information is correctly interpreted to provide accurate information on fare details and conditions</td>
</tr>
<tr>
<td></td>
<td>1.2 Customers are clearly advised on features of the fares most appropriate to their needs</td>
</tr>
<tr>
<td></td>
<td>1.3 Accurate fare quotations are provided to customers according to workplace policy and guidelines</td>
</tr>
<tr>
<td><strong>2 Construct fares and itineraries</strong></td>
<td>2.1 Fares are accurately constructed using standard industry techniques, providing the best fare and maximum travel benefits for the customer</td>
</tr>
<tr>
<td></td>
<td>2.2 Appropriate travel schedules are used to create the optimum itinerary for customers</td>
</tr>
<tr>
<td><strong>3 Issue documents</strong></td>
<td>3.1 Documents are correctly issued with all details accurately recorded according to workplace and regulatory requirements</td>
</tr>
<tr>
<td></td>
<td>3.2 Coupons/tickets are processed in accordance with workplace and industry guidelines</td>
</tr>
<tr>
<td></td>
<td>3.3 Refunds are processed where required in accordance with workplace and industry guidelines</td>
</tr>
</tbody>
</table>
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations and codes of practice relevant to advising on and constructing fares for customers including trade practice and consumer protection requirements
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for advising on and constructing fares for customers
- International and Australian tourism and transport industry policies and regulations
- Workplace travel products and services
- Applicable insurance and public liability
- Relevant consumer law and trade practice requirements
- International regulations affecting Australian tourism operations
- Air, coach, ferry, tram and rail fare structures and schedules
- Procedures for quotation development
- Applicable health regulations
- Information on agents commissions
- Equipment, and materials used when advising on and constructing fares for customers, and precautions and procedures that should be followed in their use
- Problems that may occur when advising on and constructing fares for customers, and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when advising on and constructing fares for customers

Required skills:
- Communicate and negotiate effectively with others when advising on and constructing fares for customers
- Read and interpret instructions, procedures and information relevant to advising on and constructing fares for customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to advising on and constructing fares for customers including the preparation of travel documentation
- Work collaboratively with others when advising on and constructing fares for customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when advising on and constructing fares for customers in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail
• Carry out sales and refund procedures
• Design and construct itineraries
• Construct fares
• Process coupons
• Carry out research and analysis relevant to advising on and constructing fares for customers
• Select and use relevant office and communications equipment and materials when advising on and constructing fares for customers
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments

Fares/itineraries to be constructed may include:
• air
• bus
• coach
• ferry
• rail
• tram
• combinations

In providing advice to suit the needs of the customer the following types of fares must be considered:
• published fares
• constructed fares
• net fares
• promotional fares

Information used when advising on and constructing fares for customers may include:
• market trend information
• customer requirements regarding tour packages
• agency and outlet agreements
• workplace budget and business objectives information

Travel documentation may include:
• tickets
• pre-paid ticket advice
• miscellaneous charge orders
• credit card charge forms

All documentation issued must be in accordance with:
• International Air Transport Association/Domestic Agency Program Australia and Australian transport regulations
Transport provider information includes:
- air, coach, rail, ferry guides
- fare manuals
- computerised data
- general travel information

Document details include:
- tickets
- miscellaneous charge orders
- pre-paid ticket advice
- credit card charge forms

Consultative processes may involve:
- customers and potential customers
- other workplace personnel
- supervisors and managers
- representatives of other transport agencies and organisations
- official representatives

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- face-to-face communication and memos
- signed communications and forms

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- workplace procedures and policies for advising on and constructing fares for customers
- work instructions, job description and induction materials
- air, coach, rail, ferry guides, fare manuals, computerised data and general travel information
- travel documentation
- information related to advertising and promotional activities within the industry
- tickets, miscellaneous charge orders, pre-paid ticket advice and credit card charge forms
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S requirements and policies
- relevant codes of practice and regulations including trade practice and consumer protection regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to advising on and constructing fares for customers, including trade practice and consumer protection requirements
- relevant state/territory OH&S legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
o a range of relevant exercises, case studies
   and other simulated practical and knowledge
   assessment, and/or
o access to an appropriate range of relevant
   operational situations in the workplace

- In both real and simulated environments, access is
  required to:
o relevant and appropriate materials and/or
  equipment, and/or
o applicable documentation including
  workplace procedures, regulations, codes of
  practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a
  registered training organisation
- As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at
  the registered training organisation, and/or
o in an appropriate range of situations in the
  workplace
TLIQ1407A Manage budgets and financial plans

Unit Descriptor
This unit involves the skills and knowledge required to manage budgets and financial plans. It covers all of the significant aspects of financial management for operational managers who are not financial specialists. It emphasises the preparation of users of budgets/financial plans through communication and training and consistent surveillance over budget performance, with early intervention where required. This unit derives from BSBMGT504A Manage budgets and financial plans. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Communicate budget and financial plans
1.1 Budget/financial plan communication package is reviewed by finance specialists
1.2 Package is amended/revised where appropriate
1.3 Training activities are undertaken with users of the budget and plans across the organisation
1.4 All data and terms are defined and understood by the users of the plans
1.5 Communication outcomes are tested to ensure clear understanding of objectives, processes and accountabilities

2 Monitor and control activities against plans
2.1 Delegations and budget accountabilities are confirmed in writing prior to budget period
2.2 Funds are allocated in accordance with budget objectives and parameters
2.3 Recording systems and documentation meet all audit requirements and legal obligations
2.4 Risk management plans are implemented and contingency plans are in place for all financial plans
2.5 Performance is monitored and variances identified on a real
time basis

2.6 Variances are analysed in conjunction with relevant experts to determine cause and effect

3 Report outcomes of financial plans

3.1 Records of financial performance are properly maintained within organisational systems
3.2 Financial performance is analysed and reported in a form and language appropriate to the audience
3.3 Non financial objectives are reported in the context of overall organisational performance
3.4 Strategies and plans are reviewed and updated to optimise organisational performance

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Budgetary procedures and policies
- Workplace processes for setting and achieving budgets
- Accountancy practices relevant to budgetary control
- Problems that may occur when setting and achieving budgets and action that can be taken to report or resolve the problems
- Risks that may exist when setting and achieving budgets and ways of controlling the risks involved
- Focus of operation of budgetary systems, resources, management and workplace operating systems
- Limits of authorised expenditure and who has budget authorities
- Quality and customer service standards, policies and procedures

Required skills:
- Communicate effectively with others when completing work activities
- Work collaboratively with others
- Access, read and interpret budgetary documents, financial statements and reports and workplace policies and procedures
- Apply basic accounting principles to budgetary processes
- Apply calculation skills sufficient for setting and achieving budgets
- Prioritise work and coordinate self and others in relation to workplace activities
- Identify and solve problems that may arise when setting and achieving budgets
- Select and apply appropriate technology, information systems and procedures
- Modify budgets and plans as required to cater for changes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
Monitor work activities in terms of planned schedule

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Delegations and budget accountabilities may include:
- monitoring expenditure
- authorising expenditure within limits
- reporting on variances to budget/plan
- taking remedial action within budget authority

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- quality assurance procedures
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- relevant legislation from all levels of government that affects business operation, especially in regard to the maintenance of up-to-date, accurate financial information
- relevant industry codes of practice

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIQ1507A Manage assets

Unit Descriptor
This unit involves the skills and knowledge required to manage assets. It includes determining asset classification and identification; recording and valuing assets; and maintaining an asset management system. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine asset classification and identification
1.1 Determine asset register format on basis of current needs and business plan in accordance with company requirements
1.2 Select a compatible classification system that meets asset accounting and asset management needs in accordance with company requirements
1.3 Determine value thresholds for assets to be recorded in the asset register in accordance with company requirements

2 Record and value assets
2.1 Identify and record specified details of all material assets in accordance with the asset management policies and procedures
2.2 Record all assets in compliance with legislative and company requirements
2.3 Determine condition of each asset in accordance with manufacturers specifications and legislative and company requirements
2.4 Determine useful/residual life of each asset in accordance with manufacturers specifications and company requirements
2.5 Calculate current value of each asset based on valid and reliable information in accordance with legislative and company requirements

3 Maintain asset management system
3.1 Update records continuously to record asset purchases, loss, damage or disposal in accordance with company requirements
3.2 Conduct periodic audits to ensure accuracy of asset register in accordance with company requirements
3.3 Review asset management system periodically to ensure it is supporting business needs in accordance with company requirements
3.4 Provide training to support effective management and maintenance of the asset register in accordance with company requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Different types of asset management systems and their strengths and weaknesses
- Types of valuation methodologies and their usefulness in different contexts
- Requirements for completing relevant documentation such as asset registers
- Code of practice for working collaboratively with others

Required skills:
- Communicate effectively with others when managing assets
- Read and interpret instructions, procedures, information and signs relevant to the management of assets
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of assets
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unplanned events
- Modify activities depending on differing operational contingencies, risk situations and environments
- Use financial management skills sufficient to enable accurate recording of asset data
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Assets may include:

- buildings
- business and marketing contracts
- assets in the process of being transferred
- land
- office equipment and furniture
- plant and equipment
- vehicles
- facilities

Asset register may be a computer or manual file and include:

- damage/loss/theft
- date of purchase
- identifying number
- insurance policies and claims
- invoices and receipts
- location
- major repairs
- obsolescence
- value

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Consultative processes may involve:

- other employees and supervisors
- suppliers
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- lists of assets and or asset registers
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- workplace policies and procedures related to ADG code
- relevant Australian Standards and certification requirements
Applicable legislation and regulations may include:

- relevant regulations, codes and safeworking systems for the use and checking of assets
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIQ1609A**  
*Carry out financial transactions and maintain records*

**Unit Descriptor**  
This unit involves the skills and knowledge required to carry out financial transactions and maintain records when providing taxicab services. It includes operating a taxicab meter in accordance with different tariff structures and taxi hire arrangements, calculating fares and handling payment transactions, and maintaining records for accounting purposes. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
This unit applies to the role of taxi driving. The work involves using basic financial transaction principles, routine procedures and regulatory requirements to handle payment transactions and maintain financial records as part of taxi driving operations.

**Competency Field**  
Q – Financial Management

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**  
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Operate a taxi meter in accordance with tariff structures and hiring arrangements**
   1.1 Tariff structures and the various forms of taxi hire are identified and applied
   1.2 Meter functions are identified and applied
   1.3 Meter is operated at beginning, throughout and at the end of hiring, in line with regulations and workplace procedures
   1.4 Meter is used to access information to complete driver running sheet, end-of-shift reports and reconciliation taking/fares

2. **Calculate fares and handle payment transactions**
   2.1 Amount owing is calculated and customer is advised
   2.2 In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
   2.3 Adequate change is maintained for use in transactions
   2.4 Adequate supplies of dockets, vouchers and point of sale documents are maintained
   2.5 Cash, credit and other non-cash payment transactions are handled in accordance with workplace policy and procedures
   2.6 Due security is maintained when handling payments in accordance with workplace security procedures
   2.7 Process taxi subsidy scheme transaction according to state requirements

3. **Maintain daily records**
   3.1 Records are completed for all cash, credit and other non-
credit transactions in accordance with workplace policy and procedures
3.2 Calculations to complete the driver running sheet are carried out
3.3 End-of-shift reconciliation is completed
3.4 Appropriate records are maintained for taxation purposes

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant state and territory regulations and codes of practice related to the conduct of transactions and maintenance of records within taxi operations
- Relevant OH&S procedures and guidelines
- Operational procedures for the conduct of direct financial transactions with customers in the taxi industry and the maintenance of records
- Sources of information and documentation needed when conducting financial transactions and maintaining records within the taxi industry
- Typical problems that can occur when carrying out financial transactions and maintaining records, and appropriate action that can be taken to prevent or solve them
- Risks and hazards when carrying out financial transactions and maintaining records, and related precautions to control security threats
- Contingency planning relating to managing and controlling security threats
- Implications of credit and financial institution codes of practice
- Requirements of taxi work systems, operations and relevant equipment
- Tariff structures
- Hiring arrangements
- Taxi meter functions

Required skills:

- Communicate effectively with others when conducting financial transactions and maintaining records
- Read and interpret instructions, procedures and information relevant to the conduct of financial transactions and maintenance of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of financial transactions and maintenance of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting financial transactions and maintaining records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when conducting financial transactions and maintaining records, in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of financial transactions and maintenance of records
• Plan own work including predicting consequences and identifying improvements
• Apply relevant agreements, codes of practice or other legislative requirements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing workplace contexts, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify and correctly use transaction equipment, processes and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Use basic mathematical calculations
• Use EFTPOS equipment
• Complete documentation and maintain records for taxation purposes
• Complete a business activity statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Tariff structures and hiring arrangements may include:
• various forms of hiring
• relevant tariffs, tolls and fees

Amount owing is determined:
• in accordance with workplace policy and procedures
• in conformance with legal and regulatory requirements

Transactions are conducted using:
• EFTPOS machine
• calculators
• various forms of cards
• manual card imprinting resources

Finance processing equipment may include:
• manual and electronic cash registers
• EFTPOS and credit card facilities
• smart card
• manual ticketing resources

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
• company procedures
• enterprise procedures
• organisational procedures
• established procedures
Information/documents may include:

- workplace procedures and policies
- job specifications
- relevant manufacturers specifications and instructions for the use of transaction equipment
- operations manuals
- induction documentation
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- regulatory requirements for conducting financial transactions
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory OH&S regulations and legislation
- licensing requirements for driving and carrying particular classes of goods
- relevant state/territory road rules and traffic acts

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  1. applying the underpinning knowledge and skills
  2. applying relevant legislation and workplace procedures
  3. applying tariff structures and taxi hire arrangements
  4. operating a taxi meter
  5. operating EFTPOS and other manual card equipment in a taxicab
o selecting and using appropriate mathematical processes when conducting transactions
o selecting and using appropriate aids for carrying out calculations
o conducting cash, credit and other non-cash payment transactions
o filling out documents, vouchers, point of sale documents and other relevant taxi documentation legibly
o responding appropriately to telephone inquiries
o identifying required credit card clearances and transaction limits
o using appropriate communication methods and strategies
o locating, interpreting and applying relevant information
o maintaining transaction records and documentation

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
  o on actual financial equipment used in the taxi industry
TLIQ1609A  Carry out financial transactions and maintain records
Unit Descriptor

This unit involves the skills and knowledge required to set and achieve a workplace budget in accordance with relevant regulatory requirements and workplace procedures. This includes planning the budget requirements, monitoring the budget and taking appropriate corrective action, monitoring expenditure, and reviewing and appropriately modifying the budget if necessary. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work must be carried out in compliance with the relevant regulations, standards and financial codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field

Q – Financial Management

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan budget requirements

1.1 Financial flows for budgetary periods are planned and scheduled in accordance with workplace requirements

1.2 Information on costs and resource utilisation is fully assessed and correctly interpreted

1.3 Effective action is taken to reduce costs and enhance value to customer and/or workplace

2 Monitor budget and take corrective action

2.1 Corrective action is taken in response to actual or potential significant deviations from financial plans

2.2 Where a budget under- or overspend is likely to occur, the appropriate people are informed with minimum delay
2.3 Prompt, corrective action is taken where necessary in response to actual or potential significant deviations from budget

3 Monitor expenditure

3.1 Expenditure made is within agreed limits, does not compromise future spending requirements and conforms to the workplaces policy and procedures

3.2 Requests for expenditure outside limits of responsibility are referred to appropriate persons

3.3 Where necessary, expenditure is phased in accordance with a planned time scale

4 Review and modify budget

4.1 Actual income and expenditure is checked against agreed budgets at regular, appropriate intervals

4.2 Any necessary authority for changes in allocation between budget heads is obtained in advance of requirement

4.3 Modifications made to agreed budgets during the accounting period are consistent with agreed guidelines and are correctly authorised

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulations, codes of practice and legislative requirements
- Relevant OH&S and environmental procedures and regulations
- Workplace processes for setting and achieving budgets
- Problems that may occur when setting and achieving budgets and action that can be taken to report or resolve the problems
- Risks that may exist when setting and achieving budgets and ways of controlling the risks involved
- Focus of operation of budgetary systems, resources, management and workplace operating systems
- Accountancy practices relevant to budgetary control
- Budgetary procedures and policies
- Budgetary control systems
- Limits of authorised expenditure
- Quality and customer service standards, policies and procedures
- Resource availability including the competencies of individuals in the team/group

Required skills:

- Communicate effectively with others when setting and achieving budgets
- Read and interpret budgetary documents, financial statements and reports and workplace policies and procedures relevant to the setting and achievement of a budget
• Prioritise work and coordinate self and others in relation to workplace activities
• Complete documentation and enter data related to the setting and achievement of a budget
• Maintain budgetary records and documentation
• Operate electronic communication equipment to required protocol
• Apply calculation skills when setting and achieving budgets
• Provide leadership and work collaboratively with others when setting and achieving budgets
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when setting and achieving budgets in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail
• Select and apply appropriate technology, information systems and procedures
• Apply basic accounting principles to budgetary processes
• Operate and adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken in various work environments and involves a leadership role in the warehousing, storage, transport and distribution industries, for example:

• in the warehouse and/or depot
• in the vehicle on the road
• at the client's workplace
• in team and autonomous working situations

Customers may be:

• internal or external

Operations may be conducted:

• by day or night

The workplace environment may involve:

• twenty-four hour operation
• single and multi-site location
• large, medium and small workplaces

Services, products, risks, work systems and requirements potentially vary:

• in different sections of the workplace

Budgets may be:

• developed for component parts of operations or for specialised service provision

Budgets are developed:

• within the context of workplace policies and procedures
Consultative processes may involve:

- employees, supervisors and managers
- contractors
- suppliers and current or potential clients
- financial managers and accountants
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional, maintenance and technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail, forms and internal memos

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- codes of practice and regulations relevant to the budgetary control
- budgetary documentation
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- regulations and codes of practice relevant to budgetary control
- relevant Australian standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLIQ307C Maintain financial records in a small business

Unit Descriptor
This unit involves the skills and knowledge required to maintain financial records in a small business in the transport, warehousing, distribution and/or storage industries, including establishing system requirements, establishing the financial management system, and maintaining the financial reporting systems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the maintenance of financial records.

Work is performed in either a team or autonomous working situation. It involves the application of routine accounting principles and procedures to maintain basic financial records in a small business.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Establish system requirements
1.1 The output requirements of the financial system are established in accordance with business plans and statutory and regulatory obligations
1.2 The system needs and statutory reporting requirements are identified

2 Establish financial management system
2.1 The financial administrative systems established match the identified requirements of the business
2.2 Mechanisms for the review of terms of trade and fee structures are suited to the business's needs and meet industry standards
2.3 Equipment and software needed for the operation of the financial administrative system is identified, acquired and installed in association with relevant accounting and technical staff
2.4 Financial administration, reporting and the performance indicators to be provided by the system are in accordance with business's statutory obligations
2.5 Financial administrative systems are implemented in accordance with planned processes and policies

3 Maintain financial
3.1 Financial reports required to monitor business performance, to
reporting systems ensure accurate and timely information on working capital and cash flow, and to meet statutory obligations are accurately prepared to the prescribed format and at the required times

3.2 Financial reports are distributed to the relevant personnel and organisations by the due dates

3.3 Financial administration and reporting systems are evaluated against established performance indicators

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant agreements, codes of practice and legislative requirements pertaining to the maintenance of financial records in a small business or cost centre
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the maintenance of financial records in a small business or cost centre, including: compilation and use of cash receipts and cash payments journals, basic preparation, interpretation and analysis of financial reports, recording and balancing of petty cash transactions for financial records, completion of tax reconciliations and documentation, development and use of debtors and creditors records systems, completion of tax documentation and requirements, and reconciliation of bank statements with cash records
- Contacts and sources of information/documentation needed when maintaining financial records in a small business or cost centre
- Customer service policies and procedures
- Documentation requirements of banking institutions, governments and clients
- Accounting and auditing processes
- Financial control procedures
- Debt control processes
- Typical problems that can occur when maintaining financial records in a small business and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when maintaining financial records in a small business
- Read and interpret instructions, procedures, information and financial documentation relevant to the maintenance of financial records in a small business
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the maintenance of financial records in a small business
- Use relevant communications systems and equipment when maintaining financial records
- Work collaboratively with others when maintaining financial records in a small business
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when maintaining financial records in a small business in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when maintaining financial records in a small business
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Use relevant computerised systems for communication and document generation
- Adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Organisation may include:**
- small businesses or semi-autonomous cost centres in the transport, warehousing, transport and/or storage industries

**Customers may be:**
- internal or external

**Requirements for work may include:**
- relevant financial and taxation regulations
- communications and computing equipment
- hours of operation
- basic accounting software and documentation

**Financial records may include:**
- invoices
- computer spreadsheets
- ledgers
- wage sheets
- tax information

**Financial operations may include:**
- compilation and use of cash receipts and cash payments journals
- basic preparation, interpretation and analysis of financial reports
- recording and balancing of petty cash transactions for financial records
- completion of tax reconciliations and documentation
- development and use of debtors and creditors records systems
- completion of tax documentation and requirements
- reconciliation of bank statements with cash records
Consultative processes may involve:
- other employees and supervisors
- banking institutions
- Australian Taxation Office representatives
- suppliers and clients
- relevant authorities
- other agencies
- management
- other office or technical staff

Communications systems may involve:
- telephone
- fax
- email
- mail

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established procedures

Documentation/records may include:
- workplace financial operating procedures and policies
- financial and taxation regulations and requirements
- invoices, receipts and other financial documentation
- journals and ledgers
- operations manuals, job specifications and procedures and induction documentation
- manufacturers instructions for the use of calculators, computers and other equipment used in financial operations
- relevant Australian and international standards, criteria and certification requirements
- competency standards and training materials
- supplier and/or client instructions
- relevant OH&S procedures
- quality assurance procedures
- emergency procedures
Applicable regulations and legislation may include:

- Australian and state/territory financial regulations, codes and procedures
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- Australian taxation regulations and requirements relevant to small businesses

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIQ407C Organise freight invoicing and payment

Unit Descriptor
This unit involves the skills and knowledge required to organise freight invoicing and payment, including preparing invoices, coordinating documentation, and processing payments. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work involves discretion and judgement for self and others in organising freight invoicing and payment. It is performed under limited or minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the organising of freight invoicing and payment and the provision of leadership of others either individually or in teams.

Competency Field
Q – Financial Management

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare invoices
1.1 Purchase order or documentation regarding request for invoice is registered, validated and filed appropriately
1.2 Payment method, timing and ,where required, currency and exchange rates are noted on the documentation
1.3 Invoice documents which commit the business to providing goods and services are registered and sourced
1.4 An invoice is raised listing items in a full, clear, legible and unambiguous description
1.5 Invoice original is checked and authorised by a signatory at an appropriate level
1.6 Required documentation is forwarded to business or organisation requesting invoice
1.7 Invoice details are recorded and filed in accordance with workplace policy

2 Coordinate documentation
2.1 Chart of accounts is checked at the end of the agreed period to verify payment or outstanding debt(s) against invoice(s) raised
2.2 Debtor's ledger is produced from balance sheet
2.3 Follow-up contacts of any outstanding account(s) are made according to workplace policy
2.4 Monthly statements are cross-checked at required intervals
2.5 Reminder notices are forwarded to customers in accordance with workplace policy

3 Process payments
3.1 Workplace policy and any particular contractual requirements are followed when making payments
3.2 Records of payments and any required government returns are completed and filed
3.3 Payments received are registered
3.4 Receipts are attached to payments with any corresponding documents and filed appropriately
3.5 Receipts are forwarded to customers
3.6 Files are retained according to archival regulations for audit purposes

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant regulatory and code requirements
• Relevant OH&S and environmental protection policies and procedures
• Workplace protocols and procedures for the organisation of freight invoicing and payment
• Relevant workplace business management policies and practices, including requirements for accounts, payments and record keeping
• Legal and commercial requirements for the work
• Focus of operation of financial systems, resources, management and workplace operating systems
• Resource availability including the processing capacity of equipment and software systems for planning activities
• Typical problems that can occur when organising freight invoicing and payment and related appropriate action that can be taken

Required skills:
• Communicate and negotiate effectively with others when organising freight invoicing and payment
• Read and interpret instructions, procedures and information relevant to the organisation of freight invoicing and payment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the organisation of freight invoicing and payment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when organising freight invoicing and payment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems errors that may occur when organising freight invoicing and payment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may arise when organising freight invoicing and payment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail
• Process invoices and payments
• Select and appropriately apply technology, information systems and procedures to complete workplace tasks
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site locations
- large, medium or small companies
- vary across different sections of the workplace

Services, products, risks, work systems and requirements may potentially:

Operations involve:
- internal and external customer contact and coordination

Invoices may be:
- raised manually (typed/written) or computer-generated by authorised personnel

Transactions may be:
- in Australian or foreign currency

Consultative processes may involve:
- other employees and supervisors
- customers and suppliers
- management and union representatives
- industrial relations and OH&S specialists
- other professional or technical staff, contractors and maintenance personnel
### Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

### Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

### Information/documentation may include:
- procedures for the organisation of freight invoicing and payment
- workplace records of invoices and payments
- customer/client instructions and assessed requirements
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- invoices and receipts
- relevant agreements, codes of practice including the National Standards for Services and Operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace financial procedures and processes
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

### Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice
- taxation and trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIQ607C  Administer international trading accounts

#### Unit Descriptor
This unit involves the skills and knowledge required to administer international trading accounts, including calculating ratings on international movement of goods, negotiating and confirming financial terms of trade with customer, monitoring and addressing market changes in international freight forwarding, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight.

Work is performed under general supervision. It involves the application of established workplace procedures to administer international trading accounts.

#### Competency Field
Q – Financial Management

#### ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Calculate ratings on international movement of goods</td>
</tr>
<tr>
<td>1.1</td>
<td>Ratings are calculated for the international movement of goods based on the type of transport mode(s), including single or multi-modal and the type and shipping requirements for goods</td>
</tr>
<tr>
<td>1.2</td>
<td>Over-ride discounts and rebates for shipments are identified</td>
</tr>
<tr>
<td>1.3</td>
<td>International currency rates and exchange regulations are confirmed</td>
</tr>
<tr>
<td>1.4</td>
<td>Consolidated rate schedule is established</td>
</tr>
<tr>
<td>1.5</td>
<td>Cost of routing schedule is established using consolidated rate schedule</td>
</tr>
<tr>
<td>2</td>
<td>Negotiate and confirm financial terms of trade with customer</td>
</tr>
<tr>
<td>2.1</td>
<td>Credit rating for customer is established in accordance with workplace procedures</td>
</tr>
<tr>
<td>2.2</td>
<td>Terms of trade, method of payment and currency arrangements are negotiated and confirmed with customer in accordance with workplace procedures and code of practice requirements</td>
</tr>
<tr>
<td>2.3</td>
<td>Payment terms with banks and suppliers are negotiated and confirmed in accordance with workplace procedures</td>
</tr>
<tr>
<td>2.4</td>
<td>Insurance requirements for security of payment and security of goods in transit are assessed and confirmed with customer and agents</td>
</tr>
</tbody>
</table>
3 Monitor and address market changes in international freight forwarding

3.1 Changes in international markets are constantly monitored in accordance with workplace procedures
3.2 Alternative strategies and processes for forwarding goods are generated and confirmed with customers and agents where required
3.3 Analyses of future freight forward projections and market trends are undertaken for customers as requested

4 Complete documentation

4.1 Accounts with banks, customers, suppliers, agents and the like are maintained in accordance with workplace procedures and current legislation
4.2 Trading accounts in relation to the identified performance measures are regularly monitored and reviewed
4.3 Documentation is completed and secured in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant agreements, codes of practice and legislative requirements including international trade and freight regulations
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the administration of international trading accounts
- Contacts and sources of information and documentation needed when carrying out the administration of international trading accounts
- Customer service policies and procedures
- Documentation requirements of international and domestic banks, governments, clients, suppliers and agents
- Aspects of contract law relevant to the administration of international trading accounts
- Payment terms and procedures for method of international payments
- Operational procedures for document control
- International legislation regarding carriage of goods
- Banking procedures and exchange rates
- Typical problems that can occur when administering international trading accounts and appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when administering international trading accounts
- Negotiate contract requirements and issues related to international trading accounts
- Read and interpret instructions, procedures, information and labels relevant to the administration of international trading accounts
- Prioritise work and coordinate self in relation to others
- Complete documentation related to the administration of international trading accounts
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when administering international trading accounts
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when administering international trading accounts in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when administering international trading accounts
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Select and use relevant computerised systems and equipment for calculations and document generation
- Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work activities may cover:
- trading accounts related to the international movement of freight and may be conducted by day or night

Customers may be:
- internal or external

Requirements for work may include:
- site restrictions and procedures
- communications equipment
- international markets
- authorities and permits
- international codes of practice
- international financial control and exchange regulations

Methods of payment may include:
- open accounts
- cash against documents
- factoring
- consignments
- bills of exchange
- letters of credit
Currency arrangements may include:
- foreign bank accounts
- forward rates
- spot rates
- dollar rates

Changes in international markets may include:
- foreign bank accounts
- fluctuations in exchange rates
- changes to government regulations
- pricing variations by customers and shipping lines
- transit delays and strikes

Forms of freight transport may include:
- road
- rail
- sea
- air
- multi-modal

Communications systems may involve:
- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:
- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities
- shipping lines
- banking institutions
- other agencies
- management and union representatives
- OH&S specialists
- maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- workplace procedures
- organisational procedures
- established procedures
Documentation/records may include:

- operations manuals, job specifications and procedures and induction documentation
- trading documentation, including trading accounts, consignment notes, bills of exchange, letters of credit
- financial and trading records
- workplace operating procedures and policies
- manufacturers/client specifications, instructions and labelling advice including material safety data sheets
- competency standards and training materials
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- OH&S procedures
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- international transport regulations, codes and procedures
- relevant regulations for the import and export of cargo
- regulations and codes of practice for international trading accounts and the import and export of cargo
- Australian and international standards and certification requirements
- dangerous goods and hazardous substances codes and regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts.
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace.
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation.
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace.
**TLIQ707C Prepare and process financial documents**

**Unit Descriptor**
This unit involves the skills and knowledge required to prepare and process financial documents, including recording and balancing petty cash transactions, balancing all other transactions, rectifying discrepancies as directed, preparing invoices for debtors, and preparing and process banking documents. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant financial codes of practice and regulations.

Work is performed under general supervision. It involves the application of routine principles and procedures to prepare and process financial documents.

**Competency Field**
Q – Financial Management

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

### 1 Record and balance petty cash transactions
1.1 Petty cash vouchers are prepared in accordance with workplace procedures
1.2 Petty cash claims and vouchers are checked for accuracy and authenticity before processing
1.3 Petty cash transactions are recorded
1.4 Irregularities are noted and referred to nominated person/section in accordance with workplace procedures

### 2 Balance all transactions
2.1 Transactions are presented to nominated person/section for checking in accordance with workplace procedures
2.2 Invoices for payment to creditors are reconciled in accordance with workplace procedures
2.3 Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with workplace procedures
2.4 Errors in invoice charges are identified and corrective action is undertaken within scope of authority in accordance with workplace procedures

### 3 Rectify discrepancies as directed
3.1 Correct and authorised invoices are processed for payment and, where required, entered into financial records
3.2 Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with workplace procedures
4 Prepare invoices for debtors

4.1 Preparatory calculations are performed to produce accurate invoices
4.2 Relevant documentation is completed to ensure accuracy of contents
4.3 Invoices are distributed to nominated personnel for verification prior to despatch
4.4 Verified invoices are despatched within designated timelines
4.5 Verified figures are entered into financial journals
4.6 Documents are filed for auditing purposes and, if required, follow-up action

5 Prepare and process banking documents

5.1 Financial transactions are listed on deposit forms in accordance with financial institution's requirements
5.2 Pay-in documentation is balanced with all financial calculations
5.3 Financial institution deposit totals are balanced with internal records
5.4 Deposits are lodged with the financial institution

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant financial regulations, codes and procedures including pertinent taxation documentation requirements
• Relevant OH&S and environmental procedures and regulations
• Workplace procedures for the preparing and processing of financial documents
• Contacts and sources of information/documentation needed for the preparation and processing of financial documents
• Customer service policies and procedures
• Documentation requirements of banking institutions, governments and other relevant agencies
• Typical problems that can occur when preparing and processing financial documents and appropriate action that can be taken to prevent or solve them

Required skills:
• Communicate effectively with others when preparing and processing financial documents
• Read and interpret instructions, procedure and information relevant to the preparation and processing of financial documents
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the preparation and processing of financial documents
• Operate electronic communication equipment to required protocol
• Perform required calculations both manually and with the aid of relevant equipment and calculators
• Work collaboratively with others when preparing and processing financial documents
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when preparing and processing financial documents in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when preparing and processing financial documents
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail
• Select and use relevant equipment when preparing and processing financial documents, including the use of an appropriate range of office equipment, computer systems and financial software packages
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in: • a range of organisations in the transport, warehousing, distribution and/or storage industries and may be conducted by day or night

Customers may be: • internal or external

Requirements for work may include: • site restrictions and procedures • use of safety and personal protective equipment • specified loading operations • communications equipment • hours of operation • authorities and permits • financial regulations and processes • privacy and security procedures

Processing of financial documents may include: • recording and balancing petty cash transactions • balancing all transactions • rectifying discrepancies as directed • preparing invoices for debtors • preparing and processing banking documents
Lodgement of transactions with financial institutions may include:

- electronic banking
- manual processes including the use of third parties

Preparation of documentation is undertaken:

- within scope of authority

Business source documents may include:

- electronic banking
- requisitions
- orders
- service statements
- invoices and receipts
- despatch and receival notes
- credit notes
- statements
- sales tax statements
- consignment notes

Communications systems may involve:

- telephone
- fax
- email
- electronic data transfer of information (EDI)
- mail

Consultative processes may involve:

- other employees and supervisors
- suppliers, potential customers and existing clients
- relevant authorities
- banking institutions
- other agencies
- management and union representatives
- OH&S specialists
- other maintenance, professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- workplace procedures
- organisational procedures
- established procedures
Documentation/records may include:

- operations manuals, job specifications and procedures and induction documentation
- guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements
- competency standards and training materials
- manufacturers/client specifications, instructions and labelling advice including material safety data sheets
- workplace operating procedures and policies
- supplier and/or client instructions
- Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- OH&S procedures
- quality assurance procedures
- security procedures

Applicable regulations and legislation may include:

- relevant financial regulations, codes and procedures including relevant taxation requirements
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- international transport regulations, codes and procedures

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
  - and other simulated practical and knowledge
assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIQ907C**  
**Conduct courier/delivery cash transactions**

**Unit Descriptor**
This unit involves the skills and knowledge required to conduct courier/delivery cash transactions, including establishing price with customers, conducting transactions safely and securely, and recording transaction details. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in compliance with the relevant codes and regulations concerned with the conduct of cash transactions during the collection and delivery of valuables, secured products, documents and materials.

Work is performed under general supervision. It involves the application of the basic cash transaction principles, routine procedures and regulatory requirements to conduct cash transactions as part of courier/delivery operations.

**Competency Field**
Q – Financial Management

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
</tbody>
</table>
| **1 Establish price with customers** | 1.1 Cost of delivery/operation is confirmed with customer  
1.2 Customer queries are answered courteously and accurately  
1.3 Pricing structure is explained within workplace guidelines as required  
1.4 Bill/invoice is presented to customer |
| **2 Conduct cash transaction** | 2.1 Cash handed to courier/deliverer is checked and securely stored  
2.2 Change is given in appropriate denomination coins/notes  
2.3 Rounding of price is undertaken within workplace policy  
2.4 Appropriate security measures are taken when carrying out the cash transaction in accordance with workplace procedures |
| **3 Record cash transaction details** | 3.1 Invoice/bill is receipted or receipt provided to customer in accordance with workplace policy  
3.2 Record of transaction is made and kept  
3.3 Records at base are updated upon return to reflect transactions |
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant state and territory regulations and requirements related to the conduct of transactions within courier operations
- Relevant OH&S procedures and guidelines
- Risks and hazards when carrying out cash transactions and related precautions to control security threats
- Operational procedures for the conduct of cash transactions with customers in the courier industry
- Contingency planning relating to managing and controlling security threats
- Implications of financial regulations and codes of practice
- Requirements of courier work systems/operations and relevant equipment
- Typical problems that can occur when conducting courier and delivery cash transactions and appropriate action that can be taken to prevent or solve them

Required skills:
- Communicate effectively with others when conducting courier and delivery cash transactions
- Read and interpret instructions, procedures and information relevant to the conduct of courier and delivery cash transactions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of courier and delivery cash transactions
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting courier and delivery cash transactions
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting courier and delivery cash transactions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when conducting courier and delivery cash transactions
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of courier and delivery cash transactions
- Apply relevant agreements, codes of practice or other legislative requirements
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use equipment, processes and procedures
- Adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

<table>
<thead>
<tr>
<th>Operations may be conducted:</th>
<th>in a range of work environments and weather conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>by day or night</td>
</tr>
<tr>
<td>Customers may be:</td>
<td>internal or external</td>
</tr>
<tr>
<td>Hazards may include:</td>
<td>vehicular and pedestrian traffic</td>
</tr>
<tr>
<td></td>
<td>uneven ground, steps, road surfaces</td>
</tr>
<tr>
<td></td>
<td>dust and vapours</td>
</tr>
<tr>
<td></td>
<td>hazardous or dangerous materials</td>
</tr>
<tr>
<td></td>
<td>humidity, air temperature and radiant heat</td>
</tr>
<tr>
<td></td>
<td>light including UV</td>
</tr>
<tr>
<td></td>
<td>noise</td>
</tr>
<tr>
<td>Consultative processes may</td>
<td>clients</td>
</tr>
<tr>
<td>involve:</td>
<td>other employees and supervisors</td>
</tr>
<tr>
<td></td>
<td>union representatives</td>
</tr>
<tr>
<td></td>
<td>industrial relations and OH&amp;S specialists</td>
</tr>
<tr>
<td></td>
<td>management</td>
</tr>
<tr>
<td></td>
<td>other professional or technical staff</td>
</tr>
<tr>
<td></td>
<td>local government authorities</td>
</tr>
<tr>
<td>Transactions may involve:</td>
<td>coins and notes</td>
</tr>
<tr>
<td>Cash transactions and completion of related transaction records are undertaken in accordance with:</td>
<td>workplace policy and procedures</td>
</tr>
<tr>
<td>Communication may include:</td>
<td>mobile and fixed phones</td>
</tr>
<tr>
<td></td>
<td>radio</td>
</tr>
<tr>
<td></td>
<td>oral, aural or signed communications</td>
</tr>
<tr>
<td>Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</td>
<td>company procedures</td>
</tr>
<tr>
<td></td>
<td>enterprise procedures</td>
</tr>
<tr>
<td></td>
<td>organisational procedures</td>
</tr>
<tr>
<td></td>
<td>established procedures</td>
</tr>
</tbody>
</table>
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- firearms
- two-way radios

Information/documents may include:
- workplace procedures and policies
- job specifications
- relevant manufacturers specifications and instructions for the use of transaction equipment
- operations manuals
- induction documentation
- competency standards and training materials
- supplier and/or client instructions
- material safety data sheets
- codes of practice and regulations concerning cash transaction
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:
- regulatory requirements for conducting cash transactions
- relevant Australian Standards and certification requirements
- relevant state/territory privacy legislation
- relevant state/territory OH&S regulations and legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIR1007A  Plan purchasing**

**Unit Descriptor**
This unit involves the skills and knowledge required to plan purchasing, including preparing invitations to offer, identifying suppliers, issuing invitations to offer, and preparing purchase recommendations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

**Competency Field**
R – Contract Procurement

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Prepare invitations to offer</td>
<td>1.1 Specifications for goods and services to be purchased are obtained from relevant personnel and clarified as required</td>
</tr>
<tr>
<td></td>
<td>1.2 Purchasing methods most appropriate to particular purchases are selected</td>
</tr>
<tr>
<td></td>
<td>1.3 Invitations to offer are prepared</td>
</tr>
<tr>
<td></td>
<td>1.4 Approval of invitations to offer is obtained</td>
</tr>
<tr>
<td>2 Identify suppliers</td>
<td>2.1 Organisation's records are reviewed for potential suppliers</td>
</tr>
<tr>
<td></td>
<td>2.2 Sources of supply are identified</td>
</tr>
<tr>
<td></td>
<td>2.3 Invitations to suppliers are made</td>
</tr>
<tr>
<td></td>
<td>2.4 Sources of supply are evaluated against requirements of purchasing strategies</td>
</tr>
<tr>
<td>3 Issue invitations to offer</td>
<td>3.1 Invitations to offer are distributed</td>
</tr>
<tr>
<td></td>
<td>3.2 Briefings are conducted as required</td>
</tr>
<tr>
<td></td>
<td>3.3 Clarification of issues arising is made with suppliers in line with purchasing strategies</td>
</tr>
<tr>
<td>4 Prepare recommendations to purchase</td>
<td>4.1 Offer documents are received from suppliers</td>
</tr>
<tr>
<td></td>
<td>4.2 Offer documents are assessed against requirements of purchasing strategies</td>
</tr>
<tr>
<td></td>
<td>4.3 Further information is sought from suppliers as required</td>
</tr>
<tr>
<td></td>
<td>4.4 Specialist expertise is obtained to assist with evaluation as</td>
</tr>
</tbody>
</table>
required
4.5 Offers are evaluated against requirements of purchasing strategies
4.6 Shortlists of suppliers that make offers and who meet purchasing criteria are prepared
4.7 Preferred offers are selected
4.8 Recommendations about preferred offers are made for approval by relevant personnel
4.9 Approval is obtained for recommended offers

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant legislation, codes of practice and national standards related to procurement, for example Trade Practices Act, contract law, sale of goods legislation, consumer protection legislation and legislation related to the import of goods and services, where relevant
- Relevant OH&S and environmental procedures and regulations
- All details of the organisation's purchasing strategies
- Product knowledge about the goods and services being supplied
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities

Required skills:

- Communicate effectively with others, including verbal skills to negotiate and liaise with potential suppliers and relevant personnel, and written skills including report writing
- Read and interpret instructions, procedures, information and signs relevant to the planning of purchasing
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Work systematically with required attention to detail
- Promptly report and/or rectify any identified problems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor work activities in terms of planned schedule
• Apply and use software appropriately
• Behave ethically and with probity in all aspects or work activities and adhere to industry and organisational codes of conduct

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Relevant personnel may include:
• internal users of purchased goods and services
• owner and Board
• CEO, managers, leaders, coordinators, supervisors and other persons authorised to commit the organisation to purchases
• specialist personnel involved in purchasing, asset maintenance and finance

Purchasing methods may include:
• written quotations
• invitation of open or select tenders
• direct purchases using supply agreements
• electronic trading
• direct negotiations

Invitations to offer may include:
• specifications of goods and/or services required
• criteria for selection of suppliers from offers received
• draft contracts and agreements
• delivery schedules
• requirements for off-site storage and warehousing
• required supplier capacity
• quality requirements
Purchasing strategies include:

- the organisation's documented strategies for purchasing, covering policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers
- criteria for evaluating purchasing performance
- methodology for evaluating purchasing performance
- different policies, procedures and strategies for different dollar values of purchases
- limits of authority to approve purchases
- requirements for fairness and transparency in purchasing
- organisational and industry codes of conduct and ethics

Clarification of issues may include:

- requests for further information about specifications not responded to, misinterpretations of specifications and supplementary/add on products or services

Further information may include:

- requests about specifications not responded to, misinterpretations of specifications and supplementary/add on products or services
- supplier briefings and presentations

Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation and records may include:
- organisation's policies, procedures, strategies, methods and instructions relevant to procurement
- lists of relevant personnel to consult
- proformas and instructions used when preparing invitations to offer
- quality assurance procedures
- technical instructions

Applicable legislation and regulations may include:
- relevant legislation, codes of practice and national standards related to procurement, for example Trade Practices Act, contract law, sale of goods legislation, consumer protection legislation and legislation related to the import of goods and services, where relevant
- relevant industry codes of practice
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- award and enterprise agreements and relevant industrial instruments
- workplace relations regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
TLIR107C  Monitor supplier performance

Unit Descriptor
This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in monitoring supplier performance. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it.

Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.

Competency Field
R – Contract Procurement

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Administer supplier contract

1.1 Procedures for the receival of supplied goods/materials/services are documented and implemented within the workplace

1.2 Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules

1.3 Non-conformance of supplier with contracted requirements is accurately detailed

1.4 Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority

1.5 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise
operating procedures

2 Complete documentation

2.1 Annotations and performance assessment/evaluations are completed and appended to supplier file
2.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file
2.3 System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant regulatory and code requirements
- Relevant OH&S responsibilities and procedures
- Workplace protocols and procedures for monitoring the performance of supply contractors
- Workplace contract performance and disputation policies and procedures
- Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur with supply contracts and related appropriate action that can be taken

Required skills:
- Communicate effectively with others when monitoring supplier performance
- Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of supplier performance
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when monitoring supplier performance
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
• Select and appropriately apply technology, information systems and procedures when monitoring supplier performance
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
• single and multi-site location
• large, medium or small companies

Services, products, risks, work systems and requirements may:
• potentially vary across different sections of the workplace

Operations involve:
• customer and supplier contact and coordination

The key requirement of this unit is to:
• interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel

Contracts may be:
• for singular or continuous supply

Document/data interchange may be:
• electronic
• paper-based

Suppliers may include:
• domestic and international contractors
• corporations
• government agencies

Contract non-conformance must be:
• demonstrable

Relevant regulations/legislation may be related to:
• contract disputation
• confidentiality
• goods regulatory requirements
• probity

Consultative processes may involve:
• other employees and supervisors
• customers and suppliers
• management and union representatives
• industrial relations, occupational health and safety specialists
• other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documentation may include:

- relevant supply contracts and agreements
- quality or enterprise work specifications and procedures
- manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions
- guidelines relating to minimising risks to the environment and occupational health and safety requirements
- supplier and/or client instructions
- material safety data sheets
- relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
unit

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR1207A Conduct international purchasing

Unit Descriptor
This unit involves the skills and knowledge required to conduct international purchasing and includes sourcing potential suppliers, inviting offers, evaluating the offers received, preparing recommendations and contracting the successful supplier. It also covers arranging importation of the goods, including satisfying regulatory requirements, arranging required payments, and ensuring all contractual obligations are met. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Source international suppliers
1.1 Goods to be purchased internationally are identified
1.2 Potential sources of supply are researched from relevant information sources
1.3 Market structures for proposed purchases are examined
1.4 Regulations governing international purchasing are determined
1.5 Potential sources of supply are identified from research
1.6 Assistance and clarification is sought, as required, to determine and apply workplace policies and procedures and regulations governing international purchasing of specified goods

2 Prepare invitations to offer for imported goods
2.1 Specifications of requirements for international purchasing of specified goods are obtained from relevant personnel and clarified, as required
2.2 Purchasing strategy most appropriate to the proposed purchase is selected
2.3 Invitations to offer are developed and documented
2.4 Invitations to offer are checked for compliance with regulations, organisation's policies and procedures and description of required goods
2.5 Criteria for evaluating offers are developed and documented and approval is sought and obtained for the documented criteria
2.6 Approval is sought for issuance of invitations to offer prior to issuance to prospective suppliers

3 Prepare recommendations in response to offers
3.1 Offer documents are received from suppliers
3.2 Offer documents are assessed against documented criteria and requirements of purchasing strategies
3.3 Further information is sought from suppliers, as required, to clarify offers
3.4 Offers are evaluated against purchasing criteria
3.5 Preferred offer is selected and recommendation made for approval by relevant personnel
3.6 Approval is obtained for recommended offers

4 Action successful offers
4.1 Contract with successful supplier is drafted
4.2 Legal expertise is accessed to ensure legality of contract agreements
4.3 Contract is issued in accordance with approval received
4.4 Unsuccessful offers are informed of outcome of evaluation process

5 Arrange importation of goods
5.1 Risks in ownership and transport of goods from point of delivery to final destination are assessed
5.2 Relevant insurance cover is arranged
5.3 Agents are sourced as required to arrange inspection, packing, transport, importation, customs clearance and delivery of goods into store
5.4 Statutory and regulatory requirements including fumigation and export/import controls are satisfied
5.5 Supply and logistics channels are managed to ensure delivery of goods is achieved satisfactorily and within designated timelines

6 Arrange provision of foreign currency payments and ensure all contractual obligations are satisfied
6.1 Advice is obtained on payment strategy to be followed
6.2 Arrangements are made to initiate currency hedging, letter of credit or payment by direct cheque in accordance with advice received
6.3 Payments are authorised at appropriate times
6.4 Actions are taken to ensure that any non-compliance with contractual conditions and specifications is rectified
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Legislation, codes of practice and national standards, for example Australian Customs Act, Trade Practices Act, law of contracts, quarantine legislation, relevant other government and international legislation relating to restrictions and prohibitions on imports
- Relevant OH&S and environmental procedures and regulations
- Organisation's policies and procedures for international purchasing
- Sources of information and assistance external to organisation, for example regulatory authorities such as Australian Custom Service (ACS) and Australian Quarantine Inspection Service (AQIS), customs brokers, Austrade, state/territory government departments or agencies, chambers of commerce
- Methods of payment applicable to international purchasing
- Relevant insurance brokers and available types of policies to cover identified risks
- Agencies involved in importation arrangements such as customs brokers, freight forwarders, logistics and transport companies and consultants
- Requirements for completing relevant documentation
- Code of practice for working collaboratively with others
- Steps involved in planning the work activities
- Procedures for managing and controlling hazardous situations when carrying out work activities
- Sources of information on differences in equipment and related standard operating and servicing procedures

Required skills:
- Communicate effectively with others when completing work activities, including written and verbal communication skills for developing and documenting invitations to offer
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Manage tasks across cultural and geographic barriers
- Assess and manage risks as appropriate to work tasks
- Promptly report and/or rectify any identified problems in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor work activities in terms of planned schedule
• Work systematically to timelines and with required attention to detail and accuracy
• Behave ethically and with probity in all aspects or work activities and adhere to industry and organisational codes of conduct

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Information sources may include:
• trade or industry publications
• Austrade and state/territory government departments or agencies and chambers of commerce
• existing databases of suppliers
• international branches and affiliates of organisation
• catalogues and directories
• internet

Assistance and clarification may be sought from:
• manager or other personnel within the organisation
• external parties, for example, regulatory authorities such as Australian Customs Service (ACS), Australian Quarantine Inspection Service (AQIS), customs brokers and Austrade

Specifications may include:
• technical descriptions of goods to be purchased
• relevant quality parameters for goods
• size, capacity and volume of individual items
• quantities required
• indications of price range to be paid
• designated timelines
• packaging requirements

Criteria for evaluating offers may include:
• any preferences for country of origin
• cost structure
• quality parameters
• value adding offered by suppliers including technical support and guarantees
• availability and ability to meet designated timelines
• clarity of offer

Approval may be sought and obtained from:
• own manager
• purchasing manager
Specialist expertise may include:
- expertise within organisation
- regulatory bodies such as AQIS and ACS
- customs brokers, freight forwarders, logistics and transport companies and consultants

Agents include:
- customs brokers
- freight forwarders
- logistics and transport companies
- consultants

Actions may include:
- referral to more senior personnel within organisation, regulatory bodies and agents involved in arranging importation of goods
- imposition of fines or penalties
- interventions by self

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- organisation's policies, procedures, strategies, methods and instructions relevant to purchasing in an international context
- lists of relevant personnel to consult
- proformas and instructions used when preparing invitations to offer
- quality assurance procedures
- technical instructions

Applicable legislation and regulations may include:
- legislation, codes of practice and national standards, for example:
  - Australian Customs Act
  - quarantine legislation
  - other Australian legislation relating to restrictions and prohibitions on imports
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR1407A  Manage suppliers

Unit Descriptor
This unit involves the skills and knowledge required to manage suppliers. It includes assessing suppliers and building a productive relationship with them; evaluating delivery of goods/services; negotiating arrangements and resolving disagreements with suppliers; and reviewing supplier performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
R – Contract Procurement

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assume suppliers and build productive relationship

1.1 Criteria to enable an effective evaluation of supplier services are developed and documented
1.2 Existing suppliers are assessed against criteria
1.3 Availability and suitability of alternate suppliers who can meet the service support requirements within legislative requirements are identified
1.4 Terms and conditions of suppliers to achieve service requirements are established and communicated
1.5 Cooperative relationships are developed with supplier according to organisational policies and procedures

2 Evaluate delivery of goods and/or services against agreements

2.1 The quality of goods and services supplied is assessed against criteria
2.2 Non-compliance is identified, documented and corrective action is implemented within the terms of contractual arrangements
2.3 Contingency plans are developed in the event of supplier failure to deliver
2.4 Relationships with suppliers are managed to support effective delivery

3 Negotiate

3.1 Arrangements with suppliers are negotiated and implemented
**arrangements with suppliers**

3.2 Market factors that may affect the supply of goods and services are identified and communicated to relevant personnel

3.3 Immediate corrective action is taken in consultation with the supplier where potential or actual problems are indicated

<table>
<thead>
<tr>
<th>4 Resolve disagreements with suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1 Disagreements with suppliers are investigated to identify validity and causes</td>
</tr>
<tr>
<td>4.2 Disagreements are negotiated and resolved</td>
</tr>
<tr>
<td>4.3 Amendments to agreements as a consequence of the resolution of disagreements are documented</td>
</tr>
<tr>
<td>4.4 Approval is sought and obtained for amendments</td>
</tr>
<tr>
<td>4.5 Approved amendments are communicated to suppliers and relevant personnel</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5 Review performance of suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Suppliers are continuously reviewed in regard to quality, profitability, service, delivery status and other relevant performance indicators</td>
</tr>
<tr>
<td>5.2 Supplier performance is evaluated against the requirements of purchasing agreements</td>
</tr>
<tr>
<td>5.3 Suppliers are informed of evaluation outcomes as required</td>
</tr>
<tr>
<td>5.4 Recommendations about future use of suppliers are made to relevant personnel</td>
</tr>
<tr>
<td>5.5 Suppliers are deleted from supplier shortlist according to criteria</td>
</tr>
</tbody>
</table>

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement
- Relevant OH&S and environmental procedures and regulations
- Organisational policies, procedures, plans, guidelines and code of conduct relevant to procurement and supply contracts
- Procurement approval procedures
- Procedures for receipt and payment of goods and services
- Organisational procedures for monitoring the performance of suppliers
- Contract performance and dispute policies and procedures
- Procedures for operating electronic communications equipment
- Suppliers in the marketplace
- Common use arrangements
• Financial accountability requirements
• Operation of recording, reporting and statistical analysis systems and resources
• Requirements for completing relevant documentation
• Steps involved in planning the work activities
• Code of practice for working collaboratively with others
• Probity requirements and ethical issues

**Required skills:**
• Communicate effectively with others when managing suppliers
• Read and interpret instructions, procedures, information and signs relevant to the management of suppliers
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Monitor work activities in terms of planned schedule

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Recommendations may include:**
- renew agreement for further purchasing
- seek new sources of supply
- file relevant supplier details for future reference

**Disagreements can be about:**
- delivery schedules
- costs, fees and prices
- quality of goods or services, including OH&S performance standards
- interpretations of specifications detailed in documents on which agreements are based
- interpretations of terms and conditions detailed in agreement
Consultative processes may involve:

- other employees and supervisors
- suppliers of equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the organisation concerned, workplace procedures may be called:

- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:

- organisation's policies, procedures, strategies, methods and instructions relevant to procurement and supplier management
- relevant OH&S and environmental protection regulations
- lists of approved suppliers and relevant personnel to consult
- proformas and instructions used when evaluating suppliers and their performance
- quality assurance procedures
- technical instructions
- relevant Australian Standards

Applicable legislation and regulations may include:

- relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment**

- The evidence required to demonstrate competency in
and evidence required to demonstrate competency in this unit

this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR207C Source goods/services and evaluate contractors

Unit Descriptor

This unit involves the skills and knowledge required to source goods/materials/services and evaluate contractors including analysing supply requirements, and evaluating and selecting appropriate potential contractor(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established workplace procedures to source goods and to evaluate potential contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field

R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse supply requirements

1.1 Purpose and specifications of required goods/services are identified
1.2 Criteria to evaluate potential or existing contractor performance is established
1.3 Quantities of required goods/services are determined
1.4 Frequency of ordering/requesting of goods/services is identified

2 Evaluate potential contractors

2.1 Contractors of requested goods/materials/services are identified
2.2 Comparative costings for goods/materials/services are obtained
2.3 Contractors' ability to provide a consistent level of performance on repeat jobs is assessed
2.4 Contractors are evaluated in relation to established criteria and
2.5 A prioritised contractor shortlist is established based on the
capacity of contractors to provide a cost competitive quality
service
2.6 The outcomes of the contractor selection process are
documented including recommendations for actioning
agreements/contracts with selected contractors
2.7 Information and data generated during the selection process is
filed and maintained in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant regulatory and code requirements
• Relevant OH&S responsibilities and procedures
• Workplace policies, procedures and protocols for the sourcing and supply of goods/services, and the evaluation of potential supply contractors
• Workplace grievance and disputation handling policies and procedures
• Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality
• Focus of operation of recording, reporting and statistical analysis systems and resources
• Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
• Typical problems that can occur when sourcing goods and services and evaluating contractors, and related appropriate action that can be taken

Required skills:
• Communicate and negotiate effectively with others when sourcing goods and services and evaluating contractors
• Read and interpret instructions, procedures and information and signs relevant to the sourcing of goods and services and the evaluation of contractors
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the sourcing of goods and services and the evaluation of contractors
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when sourcing goods and services and evaluating contractors
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when sourcing goods and services and evaluating contractors in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:
- single and multi-site location
- large, medium or small companies

Services, products, risks, work systems and requirements may:
- potentially vary across different sections of the workplace

Operations require:
- customer and supplier contact and coordination

Contractors may be:
- for one-off or repeat supplies/contract services

Document/data interchange may be:
- electronic
- paper-based

Selection processes include:
- procedures for maintenance of confidentiality and integrity

Personnel in work area may include:
- other employees and supervisors
- customers and suppliers
- external authorities and agencies
- management and union representatives
- industrial relations, occupational health and safety specialists
- other professional or technical staff, contractors and maintenance personnel

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documentation may include:

- quality and work specifications and procedures
- specifications for required products or services
- manufacturers specifications and/or suppliers handling and storage advice
- workplace procedures, policies and instructions
- OH&S regulations and procedures
- supplier and/or client instructions
- materials safety data sheets
- relevant agreements, codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection
- reports of accidents and incidents within regulatory requirements and enterprise procedures
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR307C Negotiate a contract

Unit Descriptor
This unit involves the skills and knowledge required to contract transport and distribution services in accordance with relevant regulatory requirements and workplace procedures. This includes negotiating the contract with a contractor, finalising the contract negotiations, and completing all enterprise contract requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant regulations, standards, legal requirements and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Competency Field
R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Negotiate contract with contractor
1.1 Requirements of the contract are clearly documented and understood by the relevant parties
1.2 Areas of ambiguity or concern are clarified and resolved
1.3 Negotiations are undertaken with selected contractor for the contracting of required goods/services on a 'without prejudice' basis
1.4 Conditions for service and/or supply of goods/services are agreed between the enterprise and the contractor including the determination of key performance indicators
1.5 Alternative contractors are negotiated with if agreement is unable to be reached with preferred contractor
1.6 Contract negotiations conform to established workplace requirements and relevant legislation
2 **Complete contract negotiations**

2.1 Contract documentation is drafted in accordance with relevant legislation, workplace procedures and negotiated conditions of service and supply

2.2 Technical support in the drafting of contracts is accessed where required

2.3 Contract documentation is signed and exchanged between the relevant parties

3 **Complete enterprise contract requirements**

3.1 Documentation systems are established to ensure traceability of orders and financial transactions

3.2 Workplace systems that require interaction with contractors are identified and actioned

3.3 Quality assurance procedures for supplied goods/services are initiated

3.4 Contract and ancillary documentation is completed and stored in accordance with workplace procedures and, where applicable, regulatory requirements

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations, codes of practice and legal requirements relevant to contractual arrangements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the negotiation of a contract
- Problems that may occur during the negotiation of a contract and action that can be taken to report or resolve the problems
- Risks that may exist when negotiating a contract and ways of controlling the risks involved
- Focus of operation supply arrangements, resources, management and workplace operating systems
- Applicable aspects of contract law
- Processes for contract formulation and negotiation
- Workplace business policies and plans including procedures for maintenance of confidentiality
- Equipment applications, capacities, and configurations
- Resource availability including the competencies of individuals in the team/group
- Relevant contract documentation requirements

**Required skills:**

- Communicate effectively with others when negotiating a contract
- Read and interpret instructions, procedures, information and regulatory requirements relevant to the negotiation of a contract
• Prioritise work and coordinate self and others in relation to workplace activities
• Complete documentation related to the negotiation of a contract
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when negotiating a contract
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when negotiating a contract in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate risks that may exist when negotiating a contract
• Plan and organise work activities
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate technology and information systems
• Adapt to differences in equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night

The workplace environment may involve: • twenty-four hour operation
• single and multi-site location
• large, medium and small workplaces

Services, products, risks, work systems and requirements: • potentially vary in different sections of the enterprise

Contracts may be for: • singular or continuous supply of goods and/or services

Document/data interchange may be: • electronic
• paper-based

Clients/customers/suppliers may include: • domestic and international contractors
• corporations
• individuals
• government agencies
Contract must conform to:

- relevant legislation in regard to issues of probity and fair dealings

Consultative processes may involve:

- employees, supervisors and managers
- contractors
- suppliers and current or potential clients
- legal representatives, financial managers, accountants
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional, maintenance and technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail, forms and internal memos

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- codes of practice and regulations relevant to the transport and distribution contractual arrangements
- legal and contract documentation
- workplace operating procedures and policies
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- Australian and International standards, criteria and certification requirements
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- regulations and codes of practice relevant to contractual arrangements
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances
- relevant financial regulations
- Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- relevant licence or permit requirements and associated regulations
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
the underpinning knowledge and skills
relevant legislation and workplace procedures
other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR507A Manage a contract

Unit Descriptor
This unit involves the skills and knowledge required to manage a contract. It includes confirming contract requirements; establishing a contract management system; and monitoring and evaluating the contract. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Confirm contract requirements
1.1 Consult relevant parties to identify their requirements of the contract
1.2 Identify special provisions needed
1.3 Identify whether the contract is straightforward or whether specialist legal advice is needed and obtain advice where required
1.4 Contract specifications clearly identify the outcomes and measures required in the key performance areas
1.5 Relationship with contractor is managed in accordance with organisational policy and procedures

2 Establish contract management system
2.1 Effective communication/information strategies are established
2.2 Dispute and complaint system is established according to organisational policy and procedures
2.3 Consistent and accurate records of contract progress are maintained
2.4 Management strategy is documented, monitored for effectiveness and adapted as necessary during the life of the contract

3 Monitor contract
3.1 Regular inspections of contract services are undertaken to ensure compliance with specifications
3.2 Regular planned progress meetings are conducted and
documented between all contract personnel to ensure problems are identified and resolved early and documented

3.3 Variations between the specified scope of services and the contract are identified and documented and relevant personnel are notified without delay

3.4 Contract costs are monitored on a regular basis to ensure that the service is carried out within financial and contractual requirements

3.5 Payments for contract services are authorised in accordance with the conditions of contract and organisation's contract administrative system

4 Evaluate the contract

4.1 Evaluation of contract performance is undertaken relative to planned performance measures and in consultation with stakeholders and suppliers

4.2 Conclusions are detailed against agreed criteria and a complete picture of performance of the supplier, the organisation's procurement processes and value for money is provided

4.3 Evaluation is documented in accordance with organisational requirements to assist improvement in future procurement activities

4.4 Relevant parties are advised of evaluation outcomes in a timely manner in accordance with organisational guidelines

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement, including law of contract, trade practices law and commercial law to a level sufficient to be able to manage the performance of a contractor
- Purchasing policies and practices of the organisation
- Whole-of-life considerations
- Disposals considerations
- Procedures for acceptance of goods or services
- Procurement approval processes
- Sufficient knowledge of finance to be able to manage a contract including negotiating price variations during the contract
- Performance management to be able to identify and manage compliance with the contract
- Confidentiality issues in relation to contracted services such as intellectual property
- Negotiation practice in procurement, including legal aspects
- Ethical issues
- Equal employment opportunity and anti-discrimination law
Financial and accounting issues relevant to the contract.
Procedures for operating electronic communications equipment
Requirements for completing relevant documentation
Code of practice for working collaboratively with others

**Required skills:**
- Communicate effectively with others when managing a contract
- Read and interpret instructions, procedures, information and the contract itself
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to contract management, including reports relevant to deliverables of stages and completion
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Negotiate solutions to problems as they arise during the management timeframe of the contract
- Modify activities depending on differing operational contingencies, risk situations and environments and negotiate those modifications where necessary with the contractor or agent
- Monitor work activities in terms of planned schedule

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Disputes and complaints may include disputes over:
- requirements
- delivery schedules
- price changes
- extensions to scope
- additional tasking
- payment schedules

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- relevant authorities
- legal or other expert advisers

Documentation and records may include:
- relevant legislation, regulations and codes of practice related to procurement and contracted services
- relevant OH&S and environmental protection regulations, if applicable
- organisation's policies and procedures on procurement and contracted services
- contract schedules, specifications and related documentation
- quality assurance procedures
- relevant Australian Standards and certification requirements where these apply to the contracted services

Applicable legislation and regulations may include:
- relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement, including trade practices law, law of contract, commercial law and fair trading legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR607A  Develop, implement and review purchasing strategies

Unit Descriptor
This unit involves the skills and knowledge required to develop, implement and review an organisation's purchasing strategies. It includes determining, developing and implementing purchasing strategies, evaluating these and implementing improvements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

Competency Field
R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine purchasing objectives

1.1 Industry benchmarks for purchasing are researched and analysed for suitability to organisation
1.2 Organisation's purchasing data and information are analysed
1.3 Consultations are undertaken with relevant stakeholders and personnel to inform development of purchasing objectives
1.4 Purchasing objectives in line with organisation's goals are drafted
1.5 Approval is gained from relevant personnel for purchasing objectives

2 Develop purchasing strategies

2.1 Purchasing strategies are developed, taking into account legal requirements and purchasing objectives
2.2 Purchasing criteria include the five rights
2.3 Human resource, financial and other plans are developed to implement purchasing strategies
2.4 Approval is gained for plans to implement purchasing strategies
2.5 Changes resulting from approval process are made to plans and strategies, as required

3 Implement purchasing

3.1 Purchasing strategies are communicated to relevant personnel
strategies and stakeholders

3.2 Resources needed to implement purchasing strategies are accessed
3.3 Support is provided to implement purchasing strategies
3.4 Implementation of purchasing strategies by the organisation is monitored
3.5 Problems and issues arising during implementation are identified and addressed
3.6 Reports are provided to relevant personnel and stakeholders on implementation of purchasing strategies

4 Evaluate purchasing strategies and implement improvements

4.1 Implementation of purchasing strategies is reviewed
4.2 Improvements to purchasing strategies are identified from review process
4.3 Approval is gained to implement improvements to purchasing strategies
4.4 Improvements are communicated to relevant stakeholders and support is provided to implement improvements
4.5 Implementation of improvements is monitored and reviewed to determine effectiveness of improvements

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Legislation, codes of practice, national and international standards, for example Trade Practices Act, contract law, sale of goods legislation, and legislation related to the import of goods and services, if relevant
- Occupational health and safety (OH&S) issues relevant to goods and services purchased by the organisation
- Organisation policies and procedures related to purchasing; contracting and tendering; business terms and conditions for purchasing, tendering and contracting; and ethical behaviour
- Product knowledge related to goods and services required by the organisation
- Information about industry benchmarks for purchasing, including information from peak bodies and industry associations and Australian Standards

Required skills:

- Communicate effectively with others when developing, implementing and reviewing purchasing strategies, including consulting and negotiating with stakeholders, using writing skills to document policies and procedures, and supporting staff to implement strategies
- Read and interpret instructions, procedures and information relevant to work activities
- Prepare reports appropriate to the development, implementation and review of purchasing strategies
• Plan and prioritise work activities and research and analyse data
• Develop human resource, financial and other plans when developing, implementing and reviewing purchasing strategies
• Use monitoring, review and evaluation skills when developing, implementing and reviewing purchasing strategies
• Identify and address any problems relating to the development, implementation and review of purchasing strategies
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interaction with others

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Relevant stakeholders may include:
• clients and customers
• tenderers, suppliers and contractors

Relevant personnel may include:
• internal users of purchased goods and services
• owner and Board
• CEO, managers, leaders, coordinators, supervisors and other persons authorised to commit the organisation to purchases
• specialist personnel involved in purchasing, asset maintenance and finance

Purchasing strategies include:
• policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers
• criteria for evaluating purchasing performance
• methodology for evaluating purchasing performance
• key performance indicators for purchasing
• different policies, procedures and strategies for different dollar values of purchases
• limits of authority to approve purchases
• requirements for fairness and transparency in purchasing
• organisational and industry codes of conduct and ethics
Legal requirements may include issues in relation to:

- access and equity
- codes of practice
- data collection, storage and retrieval
- ethical conduct and governance
- industrial relations
- insurance
- accreditation, licence, patent and copyright
- operation, maintenance and service of tools, equipment, plant and machinery
- occupational health and safety
- planning
- privacy and confidentiality
- professional development
- standards (Australian and international)
- warranties

The five rights are:

- right supplier
  - due diligence requirements
  - demonstrable expertise and experience
  - evidence of past legal compliance
  - ethical conduct requirements
  - requirements to use organisations linked by ownership, partnership, alliance or other arrangements
- right price
  - value-for-money
  - cost/price analysis
- right quantity:
  - supply guarantees
- right quality
  - confidentiality and probity requirements
  - measures to manage risk
  - key performance indicators
  - quality accreditation
- right time
  - supply guarantees

Resources include:

- human, physical and other resources such as:
  - software systems
  - staff to undertake or assist with purchasing
  - documentation required for purchasing, such as proformas, order forms, standard tender documentation and basic standard contracts
Further information may include:
- training programs
- written information including procedures and internet or intranet-based information
- information sessions and briefings

Consultative processes may involve:
- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation and records may include:
- relevant workplace policies, procedures and codes of conduct relating to purchasing and business management
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- operations manuals, job specifications and induction documentation
- relevant Australian Standards

Applicable legislation and regulations may include:
- relevant legislation from all levels of government that affects business operation
- relevant industry codes of practice
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- award and enterprise agreements and relevant industrial instruments
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment
• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
## TLIR707A Manage international purchasing

### Unit Descriptor
This unit involves the skills and knowledge required to manage international purchasing of specific goods within workplace policies and procedures and regulatory frameworks. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills
This unit contains employability skills.

### Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry. The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF V or above.

### Competency Field
R – Contract Procurement

### ELEMENT PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 **Develop and document strategies for international purchasing** | 1.1 Strategic implications for the organisation's international purchasing are researched and analysed  
1.2 International market structures are researched  
1.3 Export requirements of supplier country are researched and analysed  
1.4 Organisation's strategies for international purchasing are drafted and submitted for approval |
| 2 **Implement international purchasing strategies** | 2.1 International purchasing strategies are communicated to relevant personnel and stakeholders  
2.2 Support is provided to stakeholders to implement international purchasing strategies  
2.3 Implementation of international purchasing strategies is monitored within the organisation  
2.4 Problems and issues arising from implementation of international purchasing strategies are identified and addressed |
| 3 **Undertake more complex international purchasing** | 3.1 Export markets and cultural considerations having a potential impact on international purchasing are researched and appropriate markets are chosen  
3.2 International legal requirements on sale of goods and Australian regulatory controls applicable to imports into Australia are researched and applied as appropriate  
3.3 Relevant INCO terms and trade terms are applied  
3.4 Exception clauses to business conditions are drafted |
3.5 Any discrepancies are clarified and resolved to the satisfaction of all parties

4 Determine payment strategies

4.1 Financial risk management is analysed and available controls are implemented
4.2 Source and availability of funds for payment are identified
4.3 Currency payment methods - hedging, letters of credit, and payment by cheque upon/after shipment are researched and analysed
4.4 Currency payment methods are selected
4.5 Expenditure phasing is planned and implemented

5 Arrange barter or countertrade

5.1 Strategic implications of arranging specific barter or countertrade are researched and analysed
5.2 Suppliers willing to engage in international barter or countertrade are determined
5.3 Commercial conditions for proposed barter or countertrade are negotiated and agreement is reached with partners
5.4 Draft contract is prepared and legal expertise accessed to check legality of contract agreement
5.5 Contracts are approved and issued

6 Determine logistics strategies

6.1 Requirements for pre-shipment inspection are ascertained and arrangements are made
6.2 Shipping and other transport risks and facilities are researched and analysed
6.3 Regulatory compliance requirements for importation into Australia are researched and analysed
6.4 Logistics strategies for the organisation are developed to take account of appropriate transport, insurance and regulatory compliance requirements
6.5 Approval is gained from relevant personnel for implementation of logistics strategies

7 Evaluate international purchasing strategies and implement identified improvements

7.1 Implementation of international purchasing strategies is reviewed
7.2 Improvements to international purchasing strategies are identified from the review process
7.3 Approval is gained to implement improvements to international purchasing strategies
7.4 Changes are communicated to relevant stakeholders and support is provided to implement improvements
7.5 Implementation of changes is monitored and reviewed to determine effectiveness of improvements
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant sections of national and state or territory regulatory requirements and codes of practice relating to restrictions and prohibitions on imports
- Commonwealth/state/territory government procurement guidelines
- Organisational procurement policies and practices for international purchasing
- Contracting requirements
- Whole-of-life considerations
- Disposals considerations
- Procedures for acceptance of goods or services
- Procurement approval processes
- International markets and cultural considerations relevant to purchasing in supplier countries
- Legal considerations
- Negotiation practice in procurement
- Ethical issues
- Equal employment opportunity, equity and diversity principles and legislation
- Legal aspects of negotiation
- Legislation, codes of practice and national standards including the law of contract, Trade Practices Act, commercial law, quarantine legislation
- Financial and accounting issues relevant to the contract
- Source of information and assistance external to the organisation such as regulatory authorities, customs brokers, Austrade, state/territory government departments or agencies, chambers of commerce
- Methods of payment applicable to international purchasing including barter and countertrade
- INCOTERMS
- Relevant insurance brokers and types of policies to cover risks
- Agencies involved in arranging importation such as customs brokers, freight forwarders, logistics and transport companies and consultants
- Requirements for completing relevant documentation

Required skills:

- Communicate effectively with others when managing international purchasing
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

| Strategic implications may include: | • economic and financial implications  
|  | • business risks  
|  | • compliance requirements  
|  | • establishment of overseas branches and agencies or representatives  
|  | • knowledge and information requirements  
| Export requirements refers to: | • compliance with legislation  
|  | • tariffs, quotas, trading agreements and international treaties  
|  | • business processes and practices of supplier country  
| Cultural considerations may include: | • values, beliefs and attitudes  
|  | • perception of Australia  
|  | • business processes and practices within supplier country  
|  | • culturally appropriate communication styles  
| Legal requirements may include: | • international trade agreements and treaties  
|  | • international law  
|  | • legislation applicable to supplier country  
| Australian regulatory controls may include those applicable to: | • Australian Customs Service (ACS) requirements  
|  | • Australian Quarantine Inspection Service (AQIS) requirements  
|  | • Australian Taxation Office requirements  
|  | • requirements of other government departments and agencies  
|  | • Trade Practices Act  

4 © Commonwealth of Australia 2009  
TL107 Transport and Logistics Training Package (Version 3)  
To be reviewed by 2010
INCOTERMS refer to:  
- the set of international rules for the interpretation of trade terms published by ICC (International Chamber of Commerce) and applied to imports and exports to specify transportation and payment conditions

Controls may include:  
- insurance  
- guarantees  
- specifying a particular currency for payment  
- selection or rejection of particular payment methods  
- other strategies to minimise or transfer risk

Barter refers to:  
- the simultaneous exchange of goods between the importer and exporter

Countertrade refers to:  
- a trading transaction where export sales to a particular market are made on the condition that imports from that particular market are accepted in return

Requirements for pre-shipment inspection may include:  
- checks of condition of goods prior to shipment  
- checks made of quality, packaging (including condition of containers), quantities, labelling of goods and containers and separation of goods to comply with Australian regulations such as Dangerous Goods Act

Regulatory compliance requirements may include  
- fumigation and quarantine regulations  
- labelling requirements  
- separation of goods to comply with Australian regulations such as Dangerous Goods Act  
- legislation and regulations related to prohibited imports

Depending on the organisation concerned, workplace procedures may be called:  
- standard operating procedures (SOPs)  
- company procedures  
- enterprise procedures  
- organisational procedures  
- established procedures

Communication in the work area may include:  
- phone  
- electronic data interchange (EDI)  
- fax  
- email  
- internet  
- RF systems  
- oral, aural or signed communications
Consultative processes may involve:

- other employees and supervisors
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:

- regulations and codes of practice relevant to Australian Dangerous Goods (ADG) code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- workplace policies and procedures related to ADG code
- specialist permit applications
- phystosanitary certificates
- quality assurance procedures
- operations manuals, job specifications and induction documentation
- relevant Australian Standards and certification requirements

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of

© Commonwealth of Australia 2009

TLIR707A Manage international purchasing

TL017 Transport and Logistics Training Package (Version 3)

To be reviewed by 2010
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace

practice and operation manuals
TLIR807A Implement and supervise stocktaking procedures

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor stocktaking procedures. It includes maintaining stock records; implementing stocktaking and stock rotation; and identifying stock losses. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and logistics industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Maintain stock records
1.1 Stock levels and records are monitored and maintained at required levels
1.2 Stock reorder cycles are monitored, maintained and adjusted as required
1.3 Stock storage and movement records are maintained in line with organisation's policy

2 Implement stocktaking and stock rotation processes
2.1 Policies and procedures in regard to stocktaking and cyclical counts are interpreted and explained to team members
2.2 Stocktaking tasks are allocated to individual team members
2.3 Team members are provided with clear directions for the performance of each task and supervised
2.4 Stocktaking and stock rotation procedures are implemented

3 Identify stock losses
3.1 Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis
3.2 Avoidable losses are identified and reasons established
3.3 Possible solutions to avoidable losses are recommended and implemented
3.4 Accurate reports on stocktake data, including discrepancies are produced for management
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant sections of national and state or territory regulatory requirements and codes of practice
- Relevant OH&S and environmental procedures and regulations
- Safe handling of specific dangerous goods (as relevant for enterprise)
- Stock control
- Stock replenishment/reorder procedures
- Procedures for identifying and recording discrepancies/damage
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation

**Required skills:**
- Communicate effectively with others when supervising a team of people involved in stocktaking
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Complete documentation related to work activities including stocktake documentation
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Monitor work activities in terms of planned schedule
- Operate equipment in accordance with standard operating procedures

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Categories or groups of products or stock may include:
- small parts
- perishable goods
- goods for overseas export
- dangerous goods
- temperature controlled stock
- fragile goods
Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Documentation and records may include:
- policy and procedures for receipt and despatch of goods
- procedures for stocktake
- manufacturers specifications and/or supplier handling and storage advice
- material safety data sheets
- industry codes of practice
- legislation and statutory requirements
- regulations and codes of practice relevant to ADG code, including safeworking and local authority regulations and procedures
- relevant OH&S and environmental protection regulations
- quality assurance procedures
- dangerous goods declarations and material safety data sheets, where applicable

Applicable legislation and regulations may include:
- relevant regulations, codes and safeworking systems for the use and checking of stock
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- safe disposal of out-of-date stocks

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIR907A Implement purchasing systems

Unit Descriptor
This unit involves the skills and knowledge required to implement purchasing systems. It includes identifying purchasing requirements; sourcing purchases; checking costings, and arranging purchasing. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work may be undertaken in various contexts within the transport and distribution industry.

The unit generally applies to those who provide leadership of others individually or in teams.

This unit is normally packaged at AQF IV or above.

Competency Field
R – Contract Procurement

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify purchasing requirements
1.1 Purchasing requirements are identified from orders and instructions in accordance with workplace procedures
1.2 Quantities, quality of goods, price limitations and delivery requirements are determined or confirmed in consultation with appropriate personnel

2 Source purchase
2.1 Source/s of materials are identified from workplace preferred supplier lists or through networks and knowledge of local and/or overseas suppliers
2.2 The supplier/vendor is advised of the requirements and specifications in accordance with site requirements
2.3 Availability of supply is confirmed
2.4 Difficulties in supply are reported in accordance with workplace procedures

3 Check costings
3.1 Alternative suppliers are contacted to check different costings
3.2 Actual costs are compared to predicted costs
3.3 Any recommendations regarding alternative suppliers are communicated to appropriate personnel following workplace procedures
3.4 All records/reports are maintained in accordance with site requirements
4 **Purchase materials**

4.1 Capacity of supplier to meet price, quality and delivery expectations is checked

4.2 Order is placed with supplier and delivery schedules are confirmed

4.3 Appropriate orders and invoices are exchanged according to workplace procedures

4.4 Materials are checked/inspected on receipt in accordance with site requirements

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant sections of national and state or territory regulatory requirements and codes of practice, particularly those relating to trade practices and privacy of information
- Relevant OH&S and environmental procedures and regulations
- Enterprise purchase/sales records system
- Knowledge of different types of purchasing systems, their use and applications
- Procedures for operating electronic communications equipment
- Requirements for completing relevant documentation, particularly in relation to systems implementation
- Code of practice for working collaboratively with others
- Typical problems encountered in implementing purchasing systems and possible solutions
- Steps involved in planning the work activities

**Required skills:**

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to purchasing systems, including reports, and documenting of discrepancies
- Operate electronic communication equipment to required protocol
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, errors in data input, collection or measurement, particularly in relation to cost, order quantity or quality
- Modify activities depending on differing operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule and ensure purchasing system is operating within identified time constraints
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Depending on the organisation concerned, workplace procedures may be called:
- standard operating procedures (SOPs)
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communication in the work area may include:
- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Consultative processes may involve:
- other employees and supervisors
- suppliers of equipment
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Documentation and records may include:
- workplace policies and procedures related to purchasing, record keeping and costing
- purchasing records such as order forms, instructions or invoices
- workplace preferred supplier lists
- quality assurance procedures
- relevant OH&S and environmental protection regulations
- emergency procedures
- dangerous goods declarations and material safety data sheets, where applicable
- relevant Australian Standards and certification requirements

Applicable legislation and regulations may include:
- trade practices legislation
- privacy legislation
- workplace relations regulations
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIS1009A Test rail using ultrasonic equipment

Unit Descriptor
This unit involves the skills and knowledge required to test plain rail and field welds using ultrasonic equipment in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining test requirements, conducting testing using hand directed equipment, conducting visual examination and measurement of welds, identifying and classifying defects, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the testing of rail using ultrasonic equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
S – Installation and Commissioning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine test requirements
1.1 Test site is identified and prepared using appropriate procedures and materials
1.2 Preparation processes are carried out in accordance with the relevant procedures, statutory and OH&S requirements

2 Conduct testing using hand directed equipment
2.1 The most appropriate ultrasonic test for the application is selected
2.2 Testing equipment is selected and prepared in accordance with standards and/or procedures
2.3 Ultrasonic test is carried out in accordance with relevant standards, specifications and OH&S requirements
2.4 Ultrasonic testing equipment is checked for proper function, maintained and stored in accordance with procedures, OH&S requirements and manufacturer instructions

3 Conduct visual examination and
3.1 Rail or weld is visually assessed for obvious defects
3.2 New welds are assessed for alignment and adjustment
measurement of rail and welds  
tolerance in accordance with standards and/or procedures  
3.3 Weld repairs are assessed for alignment tolerance in accordance with standards and/or procedures

4 Identify and classify defects
4.1 Indications are assessed and defects detected in accordance with standards and/or procedures  
4.2 Defects are classified in accordance with standards and/or procedures  
4.3 Defective welds and weld repairs are marked in accordance with standards and/or procedures

5 Complete documentation
5.1 Test results are reported in accordance with standards and/or procedures  
5.2 Required documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations  
- Principles of ultrasonic testing  
- Ultrasonic probes, beam, their characteristics and screen display  
- Beam angles and probes required to locate various defect types  
- Fundamentals of rail and rail defects  
- Rail defects and rail defect classification  
- Workplace procedures for the ultrasonic testing of rail and welds  
- Problems that may occur during the ultrasonic testing of rail and welds, and action that can be taken to report or resolve the problems  
- Hazards that may exist during the ultrasonic testing of rail and welds, and ways of controlling the risks involved  
- Basic mechanical knowledge relevant to the ultrasonic testing of rail and welds  
- Relevant communication systems and procedures  
- Workplace protection  
- Hazardous situations and related personal protection measures  
- Relevant recording and documentation procedures

Required skills:
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to the ultrasonic testing of rail and welds  
- Interpret and follow operational instructions and prioritise work  
- Complete documentation related to the ultrasonic testing of rail and welds
• Operate communication equipment to required protocol
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when testing rail and welds using ultrasonic equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when testing rail and welds using ultrasonic equipment
• Identify hazards associated with ultrasonic testing
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant hand tools, power tools and equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Identify, clean and prepare inspection areas for testing using appropriate procedures and materials
• Visually assess inspection areas and identify and classify obvious discontinuities
• Identify types of rail defects
• Select probes to use to locate each type of defect
• Check and maintain ultrasonic testing equipment
• Set up probes for each type of test
• Test with appropriate probes for each type of defect
• Interpret screen indications
• Locate, measure and assess defect size for all defect types
• Use sizing definitions
• Carry out additional visual and geometry assessments for field welds
• Report test results

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• weather conditions specified in relevant standards

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments
Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Types of ultrasonic test and/or visual examination and measurement may vary according to:
- location
- rail mass or type
- weld type
- test requirement

Weld type may include:
- new aluminothermic welds
- flashbutt welds
- head repair welds using wirefeed or 'stick' welding process

Test requirements may include:
- acceptance testing (ultrasonic, geometric alignment and visual) of new aluminothermic welds
- acceptance testing (ultrasonic, geometric alignment and visual) of new flashbutt welds
- acceptance testing (ultrasonic, geometric alignment and visual) of new head repair welds
- ultrasonic testing of plain rail and welds

Equipment may include:
- ultrasonic testing units
- ultrasonic probes
- alignment gauges
- tape measures

Materials may include:
- coupling medium
- marking pens/paint

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Communications equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- information provided by other workplace personnel
- rail inspections and reports
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - determining test requirements
  - conducting testing using hand directed equipment
  - conducting visual examination and measurement of rail and welds
  - classifying defects
  - completing documentation

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and...
equipment, and
  o applicable documentation including
    workplace procedures, regulations, codes of
    practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a
  registered training organisation
- As a minimum, assessment of knowledge must be
  conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through activities in an appropriately
    simulated environment, and/or
  o in an appropriate range of situations in the
    workplace
TLIS1109A Test rail using nondestructive testing equipment

Unit Descriptor
This unit involves the skills and knowledge required to test switches, crossings and other special components in turnouts using ultrasonic and other nondestructive testing equipment in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining test requirements, conducting ultrasonic testing using hand directed equipment, conducting nondestructive testing, classifying defects, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to testing turnouts using nondestructive testing equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
S – Installation and Commissioning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine test requirements
1.1 Location and type of test is identified
1.2 Test site is prepared using appropriate procedures and materials
1.3 Preparation processes are carried out in accordance with the relevant procedures, statutory and OH&S requirements

2 Conduct ultrasonic testing using hand directed equipment
2.1 The most appropriate ultrasonic test for the application is selected
2.2 Testing equipment is selected and prepared in accordance with standards and/or procedures
2.3 Ultrasonic testing equipment is checked for proper function, maintained and stored in accordance with procedures, OH&S requirements and manufacturer instructions
2.4 Ultrasonic test is carried out in accordance with relevant standards, specifications and OH&S requirements
3 Conduct nondestructive testing

3.1 Select the most appropriate test for the application
3.2 Testing equipment is selected and prepared in accordance with standards and/or procedures
3.3 Nondestructive test is carried out in accordance with relevant standards, specifications and OH&S requirements
3.4 Nondestructive testing equipment is cleaned and stored in accordance with procedures, OH&S requirements and manufacturer instructions

4 Conduct visual examination

4.1 Crossings and switches are visually assessed for defects in accordance with standards and/or procedures

5 Identify and classify defects

5.1 Indications are assessed and defects detected in accordance with standards and/or procedures
5.2 Defects are classified in accordance with standards and/or procedures
5.3 Defective components are marked in accordance with standards and/or procedures

6 Complete documentation

6.1 Test results are reported in accordance with standards and/or procedures
6.2 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Ultrasonic testing requirements for turnouts and special trackwork
- Special inspection requirements for alloy hardened crossings
- Application of dye penetrant testing and magnetic particle testing to rail
- Types of rail defects found in turnouts and rail defect classification
- Workplace procedures for the testing of turnouts and rail using nondestructive testing equipment
- Problems that may occur during the testing of turnouts and rail using nondestructive testing equipment, and action that can be taken to report or resolve the problems
- Hazards that may exist during the testing of turnouts and rail using nondestructive testing equipment, and ways of controlling the risks involved
- Relevant workplace technical manuals and instructions
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
• Relevant recording and documentation procedures

**Required skills:**

• Communicate effectively with others when testing turnouts and rail using nondestructive testing equipment
• Read and interpret technical data, drawings, instructions and manuals relevant to the testing of turnouts and rail using nondestructive testing equipment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the testing of turnouts and rail using nondestructive testing equipment
• Operate communication equipment to required protocol
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when testing turnouts and rail using nondestructive testing equipment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when testing turnouts and rail using nondestructive testing equipment
• Identify hazards associated with ultrasonic, dye penetrant and magnetic particle testing
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use hand tools, power tools and equipment
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment
• Check turnouts for observable faults
• Apply special inspection requirements for alloy hardened crossings
• Carry out dye penetrant testing of switch blades
• Apply special testing requirements for wire feed repair welds in crossings
• Identify types of rail defects in switches and crossings
• Select probes to use to locate each type of defect and calibrate screen to find each defect type
• Check and maintain nondestructive testing equipment
• Set up probes for each type of test
• Test with appropriate probes for each type of defect
• Locate, measure and assess defect size for all defect types
• Use sizing definitions
• Report test results
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night  
- in weather conditions specified in relevant standards

Work may be conducted in:  
- restricted spaces  
- exposed conditions  
- controlled or open environments

Work may involve exposure to:  
- chemicals  
- dangerous or hazardous substances  
- movements of equipment, goods and vehicles

Types of ultrasonic test and/or visual examination and/or nondestructive test may vary according to:  
- location  
- rail mass or type  
- crossing type and material  
- switch type and material  
- test requirement

Test requirements may include:  
- acceptance testing (ultrasonic, geometric alignment and visual) of new crossing repair welds  
- ultrasonic testing of crossings and switches  
- dye penetrant testing of plain rail and switches  
- magnetic particle testing on plain rail and crossings  
- visual assessment of manganese and CV crossings

Equipment may include:  
- ultrasonic testing units  
- ultrasonic probes  
- alignment gauges  
- magnetic particle testing units

Material may include:  
- coupling medium  
- dye penetrant  
- marking pens/paint

Liaison may include:  
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Communications equipment may include:  
- two-way radios  
- telephones/mobile phones  
- agreed audible or hand signal
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying the location and appropriate type of test to be conducted
  - conducting tests using hand directed equipment and/or nondestructive testing applications
  - checking and maintaining testing equipment appropriately
  - completing testing reports

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, having access to track and/or
o in an appropriate range of situations in the workplace
Install and service rail lubrication equipment

Unit Descriptor
This unit involves the skills and knowledge required to install and service rail lubrication equipment in accordance with safeworking and regulatory requirements and workplace procedures. It includes installing the lubrication equipment, servicing and monitoring the lubrication equipment, removing lubrication equipment, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and service rail lubrication equipment as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
S – Installation and Commissioning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Install lubricator

1.1 Identify work location
1.2 Rail is correctly prepared at lubrication site to enable correct fitting of lubricator
1.3 Lubricator is installed and tested to ensure correct functionality in accordance with workplace procedures

2 Service and monitor lubricator

2.2 Lubricator is cleaned and correctly adjusted to ensure correct functionality
2.3 Parts are replaced as required to ensure correct functionality
2.4 Lubricator is filled with appropriate lubricant
2.5 Lubricator is checked and adjusted to maintain correct functionality

3 Remove lubricator

3.2 Preparations for the removal of the lubricator are made in accordance with workplace procedures
3.3 Lubricator is correctly removed and stowed in accordance with workplace procedures
4 Complete documentation

4.2 Required documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for the installation and service of rail lubrication equipment
• Problems that may occur during the installation and service of rail lubrication equipment, and action that can be taken to report or resolve the problems
• Hazards that may exist during the installation and service of rail lubrication equipment, and ways of controlling the risks involved
• Basic mechanical knowledge relevant to the installation and service of rail lubrication equipment
• Principles of rail lubrication and lubrication equipment
• Relevant workplace technical manuals and instructions
• Characteristics of relevant equipment, materials, structures, hardware and components used in work activities
• Hazardous situations and related personal protection measures
• Relevant recording and documentation procedures

Required skills:

• Communicate effectively with others when installing or servicing rail lubrication equipment
• Read and interpret technical data, drawings, instructions and manuals relevant to the installation and service of rail lubrication equipment
• Interpret and follow operational instructions and perform work in correct sequence
• Complete documentation related to the installation and service of rail lubrication equipment
• Operate electronic communication equipment to required protocol
• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when installing or servicing rail lubrication equipment in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Check compliance between work and job specifications
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant equipment and tools
• Adapt to differences in equipment in accordance with standard operating procedures
Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Rail lubrication equipment to be installed and/or serviced may include:
- any used within the Australian rail systems

Resources may include:
- hand tools and small plant
- rail lubrication components
- rail borer

Materials may include:
- rail fastenings
- rail grease

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- maintenance notices, records and requests
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - installing a rail lubricator
  - adjusting the pump to supply optimum grease delivery or replacing a gasket set

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIS1309A Install minor structures

Unit Descriptor
This unit involves the skills and knowledge required to install minor non-track bearing structures and assemblies in rail industry contexts in accordance with safeworking and regulatory requirements and workplace procedures. This includes planning and preparing for the installation, installing the structure in accordance with workplace requirements, and cleaning up the site after installation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install minor structures as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
S – Installation and Commissioning

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan and prepare

1.1 Type of structure to be installed is identified and appropriate methods are planned in accordance with workplace procedures and specifications

1.2 Structure and/or materials for installation are identified, obtained and prepared in accordance with plans and specification

2 Install structure

2.1 Where required, excavation is conducted to standards in accordance with workplace procedures and regulatory requirements

2.2 Where required, foundations are installed in accordance with workplace procedures and specifications

2.3 Components are assembled and installed in accordance with specifications and/or plans using appropriate methods
2.4 Level/position of structure is adjusted to required standard to maintain correct track geometry/clearances
2.5 Fasteners are installed and tightened in position using correct fastening method to ensure structural integrity
2.6 Installed structure is checked against specified requirements/plans and all required adjustments are made

3 Maintain structures
3.1 Components requiring replacement are checked against standards and are measured for preparation of replacement component
3.2 Materials required for job are identified and organised as required to enable appropriate replacement of components
3.3 Replacement components are cut and shaped to the required standard in accordance with workplace procedures
3.4 Surfaces of components are treated using appropriate methods and materials as required

4 Clean up site
4.1 Site is cleaned up to remove unnecessary materials and restore site to environmentally sound and safe condition

5 Complete documentation
5.1 Work as executed documentation is completed as required in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation of minor structures
- Problems that may occur during the installation of minor structures, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation of minor structures, and ways of controlling the risks involved
- Functions of different types of minor structures
- Basic structures construction methods and techniques
- Information on the use of epoxy and grouts for mortar pads
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when installing minor structures
- Read and interpret plans, specifications, instructions and manuals relevant to the installation of minor structures
- Follow operational instructions and work sequences when installing minor structures
• Check compliance between work and job specifications
• Complete documentation related to the installation of minor structures
• Operate communication equipment to required protocol
• Work collaboratively with others when installing minor structures
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing minor structures in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Select and use relevant equipment and tools
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all weather conditions

Minor structures to be installed include:
• pipes and culverts
• OHWS (single mast)
• retaining walls
• level crossings
• buffer stops
• ballast retention walls
• ballast logs
• intermediate rail support on ballast walls
• earthworks protection structures

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles
Equipment may include:
- cranes
- hand tools
- small power tools
- crane and lifting gear
- rollers and wacker packer for compaction
- welding, oxy and cutting equipment
- scaffolding
- ladders
- elevated work platform (EWP)

Materials may include:
- steel
- concrete
- timber
- concrete products
- rubber products
- bolts and fasteners
- epoxy grouts
- cement grouts
- paint (protective treatment)

Liaison may include:
- internal/external personnel from other work areas (e.g. train controller)
- road authorities
- local councils
- landowners

Communications equipment/systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning work requirements
  - installing a range of minor structures
  - maintaining a range of minor structures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - in an appropriate range of situations in the workplace
TLIS407B  Install and maintain rail bonding systems

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain all types of temporary and permanent bonds and bonding cables in use in the Australian rail system in accordance with safeworking and regulatory requirements and workplace procedures. This includes planning the installation and maintenance, preparing the worksite, installing and maintaining the bonds and bonding cables, and conducting all required post-installation activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to install and maintain rail bonding systems as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
S – Installation and Commissioning

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Plan the installation and maintenance of the relevant bonding systems

1.1 Works order including drawings, plans and material lists is received/accessed, analysed and confirmed, if necessary by site inspection

1.2 Work is prioritised/scheduled including site and relevant electrical permits

1.3 Resources including personnel, plant, equipment and tools are identified and scheduled

1.4 Liaison and communication issues with other personnel, authorities, clients and landowners are resolved

2  Prepare the worksite

2.1 Personnel participating in the task, including plant operators and contractors, are fully briefed
2.2 Site preparation is completed in accordance with works order
2.3 Where required, specialist testing and earth equipment is inspected and replaced if defective
2.4 Where required, road signs, barriers and warning devices are positioned
2.5 Safeworking practices are observed on or about the running track/line

3 Install and maintain bonding system cables
3.1 Systems and circuits are isolated as required, proved safe to work on in accordance with work plan and, where required, electrical permits are issued/accepted/relinquished
3.2 Cable and surrounds, including rail and other surfaces, are prepared to appropriate specifications
3.3 Bonds are attached in accordance with specifications
3.4 Joint and termination procedures are carried out in accordance with authorised work procedures
3.5 Continuity testing procedures are carried out as required
3.6 The system is commissioned following the conduct of a visual inspection, and the completion of other testing

4 Conduct post-operational activities
4.1 Worksite is rehabilitated in accordance with workplace procedures
4.2 Work is completed in an agreed time and with a minimum waste
4.3 Notification, records and documentation for updating system data is completed

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental procedures and regulations
• Workplace procedures for the installation and maintenance of rail bonding systems
• Problems that may occur during the installation and maintenance of rail bonding systems and action that can be taken to report or resolve the problems
• Hazards that may exist during the installation and maintenance of rail bonding systems and ways of controlling the risks involved
• Characteristics, capabilities and uses of various types of cables
• Cable testing and fault identification/location procedures
• Testing and commissioning procedures, including testing and earth/rail connecting conductors
• Traction earthing systems and bonding systems
• Basic circuits for signalling and communications systems
• Switching operation, isolation and access permit procedures
• Electrical principles including OHMs law, voltage and current transformation, voltage drop, cable
• Current capacities, inductance and capacitance, protection systems and devices
• The responsibilities and rights of other authorities, clients and landowners
• Regulatory and workplace traffic control requirements and guidance signals
• Relevant workplace documentation and records systems

Required skills:
• Communicate effectively with others when installing and maintaining rail bonding systems
• Read and interpret technical data, drawings, instructions and manuals relevant to the installation and maintenance of rail bonding systems
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the installation and maintenance of rail bonding systems
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing and maintaining rail bonding systems
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining rail bonding systems in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may arise when installing and maintaining rail bonding systems
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Organise activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and use relevant equipment and tools
• Joint and terminate earthing and bonding cables
• Guide, using signals, operators of plant and equipment during the installation and maintenance of cables
• Work at heights and in confined spaces
• Perform basic and exothermic welding
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to: • chemicals
• dangerous or hazardous substances
• movements of equipment, goods and vehicles

Rail bonding systems to be installed and maintained may include all those in service in the Australian rail system, including:
• traction bonding (as required in all electrified rail systems)
• track circuit continuity bonds
• cross bonding

Maintenance may include: • the diagnosis of faults and recommissioning
• the repair and replacement of cables and associated hardware

Earthing and bonding systems may include:
• permanent systems
• temporary systems
• grading rings
• earth grids

Types of conductors may include:
• steel
• steel rail
• copper
• aluminium and steel
• bare and sheathed cables
• single core
• stranded
• flexible

Cables may include:
• surface mounted
• aerial
• buried
• enclosed
Permanent jointing and terminating materials may include:

- polymeric tape materials
- polymeric heat shrink and covering materials
- exothermic welds
- crimped connections
- bolted connections

Temporary terminating components may include:

- screwed earth/rail/conductor clamps
- clipped earth/rail/conductor clamps
- sticks
- testers

Communications equipment may include:

- two-way radios, and/or
- telephones

Depending on work context, safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders and specifications
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge
assessment, and/or
  • access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
TLIS507B  Install mechanical infrastructure for signalling

Unit Descriptor
This unit involves the skills and knowledge required to install mechanical infrastructure for signalling in accordance with safeworking and regulatory requirements and workplace procedures, including assembling components, installing the equipment and components to specifications, and testing and adjusting the equipment to workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the installation of mechanical infrastructure for signalling as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
S – Installation and Commissioning

ELEMENT
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Assemble components
1.1 Correct components are identified and selected to comply with specifications
1.2 Components are pre-assembled and positioned for installation and to identify any manufacturing fitting requirements
1.3 Components/linkages are modified to allow for complete installation as per job specifications

2 Install equipment and components
2.1 Equipment/component layouts are checked to ensure positioning matches job specifications
2.2 All hole/fastening positions are marked and drilled to allow for installation
2.3 Equipment/components are assembled and secured in the correct sequence
2.4 All interlinking components are attached and secured
2.5 Components are fabricated to ensure compliance with job specifications
2.6 Power source is connected by appropriate personnel if required to allow for operational testing

3 Test and adjust equipment

3.1 Required authorisation for testing is confirmed to ensure safe train operations may continue
3.2 Correct test equipment/procedures are identified
3.3 Appropriate tests are correctly carried out in conjunction with other personnel to ensure operational compliance
3.4 All required adjustments are carried out in conjunction with other personnel when required to ensure correct operational compliance
3.5 Operational readiness is confirmed and required documentation/certification is correctly completed to allow for commissioning
3.6 Equipment is locked and secured to ensure against unauthorised interference

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation of mechanical infrastructure for signalling
- Problems that may occur during the installation of mechanical infrastructure for signalling, and action that can be taken to report or resolve the problems
- Hazards that may exist when installing mechanical infrastructure for signalling, and ways of controlling the risks involved
- Principles of signalling
- Mechanical infrastructure limitations and characteristics
- Fault diagnosis, fault rectification and problem solving
- Material safety data sheets
- Materials procurement procedures
- Features, characteristics and applications of chemicals, paints and lubricants used on mechanical infrastructure
- Mechanical signal adjusting techniques
- Fault finding and testing procedures
- Track layout
- Relevant recording and documentation procedures
- Relevant sections of Australian Standards AS 4292 and AS 3000

Required skills:
• Communicate effectively with others when installing mechanical infrastructure for signalling
• Read and interpret instructions, procedures, information, technical data and drawings relevant to the installation of mechanical infrastructure for signalling
• Interpret and follow operational instructions and prioritise work
• Complete documentation and records related to the installation of mechanical infrastructure for signalling
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing mechanical infrastructure for signalling
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing mechanical infrastructure for signalling in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use hand and power tools
• Use appropriate fabrication techniques
• Measure, align and assemble pre-made components
• Assemble inter-linking components
• Test and adjust mechanical equipment
• Check and confirm compliance to operational specifications
• Use portable electric generators and air compressors
• Use and dispose of a range of chemical cleaning agents, protective paints and lubricants
• Use appropriate painting techniques
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night • in all relevant weather conditions
Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

Site preparation may include:
- levelling
- cleaning
- preparing trenches
- control cable and linkage routes

Equipment may include:
- mechanical
- pneumatic/hydraulic
- electric

Liaison may be required with:
- internal and external personnel

Manufacturing may include:
- cutting
- bending
- shaping
- welding
- drilling
- bolting
- clamping with ferrous and non-ferrous bar, rod, tube, chain and wire rope
Resources may include:

- signs
- lamps
- brackets
- level crossing assembly
- backboards
- clamp locks
- hoods
- switch locks
- warning lights
- bells
- masts
- mechanical points and point machines
- train stop
- non-interlocked levers
- chain locks
- facing point locks
- rod lines
- 'A' frames

Installation and assembly may include the application of:

- chemical cleaning agents
- protective paints
- lubricants

Fixing and fastening may include:

- chemical bonding and bolting

Compensation requirements may:

- have to be determined

Tools may include:

- hand tools
- power tools
- air tools
- specialist tools as required by the organisation

Communication equipment may include:

- two way radios
- computers and/or telephones
Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear and footwear
- portable radios
- hand lamps and flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- job specifications
- technical manuals
- equipment/operational management information
- technical and engineering instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIS707B  Decommission mechanical signalling infrastructure equipment and interlocking equipment from service

Unit Descriptor
This unit involves the skills and knowledge required to decommission mechanical signalling infrastructure equipment and interlocking equipment from service in accordance with safeworking and regulatory requirements and workplace procedures. It includes disconnecting the mechanical/electromechanical equipment and components; modifying, testing and adjusting the remaining equipment; and certifying and securing the operational mechanical equipment in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
S – Installation and Commissioning

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Disconnect mechanical equipment and components
1.1 Required authorisation is confirmed to ensure safe train operations may continue after mechanical equipment/components are disconnected
1.2 Mechanical equipment and components are prepared to enable ready removal
1.3 Mechanical equipment/components are removed from operational area, and the area is made safe

2 Modify, test and adjust remaining equipment
2.1 Remaining equipment is modified as necessary to ensure compliance with job specification
2.2 Correct test equipment and procedures are identified
2.3 Appropriate tests are correctly carried out in conjunction with other personnel to ensure operational compliance

3 Certify and secure the operational equipment

3.1 Operational readiness is confirmed and required documentation/certification is correctly completed to allow for commissioning

3.2 Equipment is locked and secured to ensure against unauthorised interference

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

• Relevant OH&S and environmental procedures and regulations

• Workplace procedures for the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service

• Problems that may occur during the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service, and action that can be taken to report or resolve the problems

• Hazards that may exist when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service, and ways of controlling the risks involved

• Principles of signalling

• Limitations and characteristics of mechanically operated signalling equipment

• Fault diagnosis, fault rectification and problem solving

• Repair techniques

• Testing and measuring procedures

• Manufacturers technical data

• Maintenance handbook

• Organisational requirements

• Relevant mechanical theory and principles

• Relevant recording and documentation procedures

• Relevant sections of Australian Standards AS 4292 and AS 3000

Required skills:

• Communicate effectively with others when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service

• Read and interpret instructions, procedures, information, technical data and drawings relevant to the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service

• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the decommissioning of mechanical signalling infrastructure equipment and interlocking equipment from service
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unplanned events that may arise when decommissioning mechanical signalling infrastructure equipment and interlocking equipment from service
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use hand and power tools
• Use test equipment and testing techniques
• Apply repair and testing practices and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all relevant weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve exposure to:
• chemicals
• dangerous or hazardous substances
• movements of equipment, materials and vehicles
Preparation may include:

- loosening connections
- clearing around work area
- identifying replacement components/linkages

Work may include:

- cutting
- bending
- shaping
- welding
- drilling
- bolting
- clamping with ferrous and non-ferrous bar
- rod
- tube
- chain
- wire rope

Liaison may be required with:

- internal and external personnel
Equipment may be:

- mechanical
- pneumatic
- hydraulic
- electrical
- may include signage
- lamps
- brackets
- clamps
- hoods
- switchlocks
- warning lights
- points and points machines
- masts
- derailers
- trainstop
- facing point locks
- chainlocks
- non-interlocked levers
- rod leads
- bells
- 'A' frames
- ground frames
- Annett locks
- key locks
- staff locks
- circuit controllers
- point indicators

Components may include:

- bolts
- shims
- pins
- rods
- bars
- joints
- floor plates
- brackets
- levers
Tools may include:

- hand tools
- power tools
- air tools
- specialist tools as required by the organisation

Communication equipment may include:

- two-way radios
- computers and/or telephones

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses and safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps and flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant technical manuals
- drawings/ sketches
- site plans/ layouts
- equipment/ operational management information
- technical and engineering instructions
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
• access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  • relevant and appropriate materials and/or equipment, and/or
  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  • through appropriately simulated activities at the registered training organisation, and/or
  • in an appropriate range of situations in the workplace
TLIS907B  Install mechanical signalling locking and interlocking devices

Unit Descriptor
This unit involves the skills and knowledge required to install mechanical signalling locking and interlocking devices in accordance with safeworking and regulatory requirements and workplace procedures, including assembling components, installing equipment and components to specifications, and testing and adjusting the equipment in accordance with workplace procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment.

It involves the application of routine operational principles and procedures to the installation of mechanical signalling locking and interlocking devices as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
S – Installation and Commissioning

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Assemble components
1.1 Correct components are identified and selected to comply with job specifications
1.2 Equipment and components are pre-assembled and positioned for installation in compliance with work orders and job specifications

2 Install equipment and components
2.1 Equipment/component layout is prepared and checked to ensure position matches the job specifications
2.2 All fastening positions are marked and drilled for installation
2.3 Equipment and components are secured in the correct sequence and position, and are in compliance with the job specifications
2.4 Additional requirements or alterations to existing components are identified and appropriate follow-up action is taken
2.5 Manufacturing of additional components is carried out to
allow for complete installation

2.6 Alterations to existing components are carried out to provide for the installation of new equipment

2.7 All interlinking components are correctly attached and secured ready for testing in compliance with work specifications

3 Test and adjust equipment

3.1 Required authorisation for tests is confirmed to ensure safe train operations may continue

3.2 Test procedures are coordinated and liaison with appropriate personnel is maintained to ensure overall safety

3.3 Appropriate tests are carried out to ensure all operations are within specifications and appropriate adjustments are made to ensure smooth operation

3.4 Testing is carried out to ensure functionality of all operations to the locking table

3.5 Operational readiness is confirmed and required documentation/certification is correctly completed to allow for commissioning

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines

• Relevant OH&S and environmental procedures and regulations

• Workplace procedures for the installation of mechanical signalling locking and interlocking devices

• Problems that may occur during the installation of mechanical signalling locking and interlocking devices, and action that can be taken to report or resolve the problems

• Hazards that may exist when the installing mechanical signalling locking and interlocking devices, and ways of controlling the risks involved

• Principles of signalling

• Material safety data sheets

• Mechanical fitting techniques

• Fault finding techniques

• Characteristics and applications of chemicals, paints and lubricants

• Pneumatic and hydraulic techniques

• Machining techniques

• Track layout

• Relevant mechanical theory and principles

• Relevant recording and documentation procedures

• Relevant sections of Australian Standards AS 4292 and AS 3000
Required skills:

- Communicate effectively with others when installing mechanical signalling locking and interlocking devices
- Read and interpret instructions, procedures, information, technical data and drawings relevant to the installation of mechanical signalling locking and interlocking devices
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the installation of mechanical signalling locking and interlocking devices
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing mechanical signalling locking and interlocking devices
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing mechanical signalling locking and interlocking devices in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events that may occur when installing mechanical signalling locking and interlocking devices
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use and dispose of a range of chemical cleaning agents, protective paints and lubricants
- Use high level fitting skills to fit and finely adjust inter-linking mechanical components
- Use hand, portable, power and air tools
- Assemble inter-linking components
- Test and adjust close tolerance mechanically operating equipment
- Use portable electric generators and air compressors
- Check and confirm compliance with operational specifications
- Work in confined spaces
- Use appropriate painting techniques
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all relevant weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, materials and vehicles

locking and interlocking devices to be installed and maintained may include:
- all those in service in the Australian rail system

Job specifications are:
- as defined in relevant technical manuals/documents

Equipment may include:
- ground frames
- locking/interlocking machines (cabins)
- Annett locks
- key locks
- staff locks
- circuit controller
- rod leads
- point indicators
- CCT controllers

Equipment technology may include:
- mechanical
- pneumatic
- hydraulic
- electric
Tools may include:
- jigs
- vices
- cutting equipment
- drills
- spanners
- files
- bending devices
- verniers
- gauges
- clamps

Installation and assembly may include:
- application of chemical cleaning agents
- protective paints and lubricants

Liaison may be required with:
- internal personnel
- external personnel

Layout includes:
- the physical placement and planning of all equipment, components and connections

Fixing and fastening may include:
- chemical bonding
- bolting

Manufacturing and installing may include:
- cutting
- bending
- shaping
- welding
- drilling
- bolting
- clamping with ferrous and non-ferrous bar
- rod
- tube
- chain
- wire rope
Components may include:

- bolts
- shims
- pins
- rods
- bars
- points
- floor plates
- brackets
- levers

Communication equipment may include:

- two-way radios
- computers and/or telephones

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- site and route plans
- schematic/wiring diagrams and sketches
- traction bonding plans
- equipment/operational management information
- technical and engineering instructions and specifications
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292 and AS 3000
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIT1007C Destroy records

Unit Descriptor
This unit involves the skills and knowledge required to destroy records in accordance with workplace requirements including collecting records to be destroyed, selecting destruction mode, destroying records, and documenting procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to the destruction of records within a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to destroy records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Collect records to be destroyed
1.1 Records for destruction are verified and assembled
1.2 Confirmation of destruction requirement is sought and obtained
1.3 Records are bundled, marked or labelled for destruction in line with organisational procedures
1.4 Destruction mode is confirmed from workplace documents

2 Select destruction mode
2.1 Records are assembled and made ready for destruction
2.2 Arrangements for records to be destroyed off site (where required) are undertaken in accordance with workplace procedures
2.3 Suitable controlled or secure environment is selected for handling/storage of documents to be destroyed

3 Destroy records
3.1 Confirmation of actions is obtained
3.2 Bundles of documents are checked for identification
3.3 Selected destruction method is used maintaining security, personal safety and environmental protection
3.4 Shredded and pulped records are collected for recycling
3.5 Electronic recording systems are checked to confirm erasure
of required documents

4 Document procedures

4.1 Documentation of completed operations is completed
4.2 Clients are notified of actions taken
4.3 Workplace records are updated to reflect activities undertaken
4.4 Off site destruction is confirmed with appropriate personnel

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations relevant to the destruction of records as part of a records management process
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the destruction of records including policies on confidentiality and security of information and records
• Focus of operation of work systems, equipment, management and site operating systems for the destruction of records as part of a records management process
• Problems that may occur when destroying records and appropriate action that can be taken to resolve the problems
• Operational workflow within a records management system
• Types of equipment used in the destruction of records and the precautions and procedures that should be followed in their use
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

Required skills:

• Communicate effectively with others when destroying records
• Read and interpret instructions, procedures and information relevant to the destruction of records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the destruction of records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when destroying records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when destroying records in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail
• Identify, select and efficiently and effectively use equipment for the destruction of records
• Maintain security and confidentiality of material
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include movement of: • equipment
• goods
• products
• materials
• vehicular traffic

Records may be: • paper- or electronically-based

Storage requirements may include records in various modes such as:
• paper-based
• computer disks and reels
• CD-ROM
• microfiche
• film
• audio

The record destruction process is: • conducted as part of records management activities with the operator using discretion and judgement within established procedures. Paper based records may need to be separated from packaging before shredding, pulping or recycling

Methods of destruction may include:
• pulping
• shredding
• incineration
• recycling
• electronic data erasure
Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of Information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIT107C  Capture records into a records keeping system

Unit Descriptor
This unit involves the skills and knowledge required to capture records into a records keeping system in accordance with workplace requirements including identifying records to be captured and registering the identified records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to capture records into a records management system in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify records to be captured

1.1 Material identified and classified for registration is sorted in accordance with records keeping system procedures

1.2 Activity documented by the record is identified from the elements of the record in accordance with organisational procedures

1.3 Area or action officer to which the record needs to go is identified from elements of the record and staff list in accordance with organisational procedures

1.4 Any material which cannot be readily identified is referred to the appropriate authority in accordance with organisational procedures

2 Register the record

2.1 Unique identifier is selected for record in accordance with organisational procedures and records keeping system rules

2.2 Record is registered into records keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures

2.3 Access and security status are recorded in accordance with organisational procedures and records keeping system rules

2.4 Disposal status of the record is recorded in accordance with records keeping system rules and organisational procedures
2.5 Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules and organisational procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the capturing of records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the capturing of records into a records management system including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the capturing of records into a records management system
- Problems that may occur when capturing records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the capturing of records into a records management system and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when capturing records
- Read and interpret instructions, procedures and information relevant to the capturing of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the capturing of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when capturing records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when capturing records in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment for the capturing of records into a records management system
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  • in a range of work environments
  • by day or night

Customers may be:  • internal or external

Workplaces may comprise:  • large, medium or small worksites

Workplace environment may include movement of:

  • equipment
  • goods
  • products
  • materials
  • vehicular traffic

Records may include:

  • a simple records series (single disposal class in disposal authority)
  • a number of simple series; form-based records (e.g. financial or personnel transactions with limited range of activities in the records)
  • action that is either complete or includes sentencing that may be part of the capture process
  • media that is paper-based, electronic or other format

The record capturing process is:

  • conducted as part of records management activities with the operator using discretion and judgement within established procedures

Operating environment may include:

  • operating under supervision
  • working as a team effort
  • working solo
  • a sentencing process encompassing review with team procedures ensuring consistency
Hazards in the work area may include:
- height and reach implications of storage facilities
- dust, chemicals and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- pests
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- RF systems
- electronic data interchange (EDI)
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures
Consultative processes may involve:

- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:

- job specifications and workplace operating procedures
- Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the requirements for confidentiality and security of information
- award, enterprise bargaining agreement, other industrial arrangements
- relevant standards and certification requirements
- emergency procedures
- quality assurance standards for records management
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of Information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

- requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIT207C Document a records system

Unit Descriptor
This unit involves the skills and knowledge required to document a records system in accordance with workplace requirements. It includes identifying records creators and their accountability requirements; locating records creators in their organisational structure; identifying the activities/function documented by the records; analysing and describing the record keeping system to identify the series; describing the links between record keeping series; describing the anomalies to the normal order of the series; and documenting the records series and its relationships over time. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to document a records system in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify the records creators and their accountability requirements

1.1 The creating organisation is identified as a public or private entity and likely sources of information about the creator are identified and assessed as relevant

1.2 The record creator is identified by establishing who or what part of an organisation created the records

1.3 Where there is more than one creator over time, all the creators are located in their organisational and chronological context

1.4 The accountability requirements and functional responsibilities of the records creators are identified from available information sources

1.5 Sources of information used in the research are identified as authentic and copies kept in accordance with organisational record keeping practice

2 Locate the records creators in their

2.1 The nature of the jurisdiction governing the organisation is identified and described
<table>
<thead>
<tr>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Identify the activities/function documented by the records</td>
</tr>
<tr>
<td>3.1</td>
<td>The actions/activities which the records are generated by, or documented, are identified</td>
</tr>
<tr>
<td>3.2</td>
<td>The boundaries of the activities are identified from the records and checked against a functional analysis of the organisation</td>
</tr>
<tr>
<td>3.3</td>
<td>The records are matched to the functions for which the records creators are responsible</td>
</tr>
<tr>
<td>3.4</td>
<td>Date-ranges for the records are determined from the records, supplemented where necessary from external sources</td>
</tr>
<tr>
<td>3.5</td>
<td>Changes to the activities/function are documented over the time period of the records</td>
</tr>
<tr>
<td>4</td>
<td>Analyse and describe the record keeping system in which the records are created to identify the series</td>
</tr>
<tr>
<td>4.1</td>
<td>Elements of the record keeping system(s) are identified from the records and documented</td>
</tr>
<tr>
<td>4.2</td>
<td>The records series is/are identified and documented in accordance with organisational standards and procedures</td>
</tr>
<tr>
<td>4.3</td>
<td>The history and context of the records system is documented in accordance with organisational standards and procedures</td>
</tr>
<tr>
<td>5</td>
<td>Describe the links between record keeping series</td>
</tr>
<tr>
<td>5.1</td>
<td>Related record series which make up the records series system are identified from analysis of the available source information and the records themselves</td>
</tr>
<tr>
<td>5.2</td>
<td>Predecessor and subsequent records series are described to place the series in its chronological context</td>
</tr>
<tr>
<td>5.3</td>
<td>Anomalies to the normal order of the series are described</td>
</tr>
<tr>
<td>6</td>
<td>Describe the anomalies to the normal order of the series</td>
</tr>
<tr>
<td>6.1</td>
<td>Anomalies which have occurred over time to the systemic order of the series are identified from analysis of the available source information and the records themselves</td>
</tr>
<tr>
<td>6.2</td>
<td>Any anomalies to the systemic order of the series are described and corrected in the way the records are maintained in accordance with organisational procedures</td>
</tr>
<tr>
<td>6.3</td>
<td>Where they are identifiable, the causes of the anomalies which have occurred over time are described</td>
</tr>
<tr>
<td>7</td>
<td>Document the records series and its relationships over time</td>
</tr>
<tr>
<td>7.1</td>
<td>Documentation is complete, including all available information and analysis results</td>
</tr>
<tr>
<td>7.2</td>
<td>Documentation is formatted to enable easy access for following researchers and users</td>
</tr>
</tbody>
</table>
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the documentation of a records system as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the documentation of a records system including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the documentation of a records system
- Problems that may occur when documenting a records system and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the documentation of a records system and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when documenting a records system
- Read and interpret instructions, procedures, information and signs relevant to documenting a records system
- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when documenting a records system
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when documenting a records system in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
- Maintain security and confidentiality of material
- Identify, select and efficiently and effectively use equipment for the documentation of a records system
- Operate and adapt to differences in equipment in accordance with standard operating procedures
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
- in a range of work environments
- by day or night

Customers may be:
- internal or external

Workplaces may comprise:
- large, medium or small worksites

Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:
- paper- or electronically-based

Storage requirements may include records in various modes such as:
- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

Record system documentation may include but is not limited to:
- the administrative and functional context over time
- the identity of the creators
- the links to other related series
- the record keeping system

Records may range from:
- single series to multiple series in a system
- complexity of records creating context (multiple changes over time)
- complexity of system including anomalies and exception to system rules
- multiplicity of activities
- date-range and size of records series
- in various formats including paper, electronic storage media, structured; free text, graphic
Hazards in the work area may include exposure to:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area may include:
- phone
- fax
- email/internet
- barcode readers
- electronic data interchange (EDI)
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the security and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific
- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
Identify and classify records to be captured

Unit Descriptor
This unit involves the skills and knowledge required to identify and classify records to be captured in accordance with workplace requirements including identifying records to be captured, classifying records, and registering records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to identify and classify records to be captured as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify records to be captured

1.1 Incoming material is categorised in accordance with organisational procedures for records which are to be captured

1.2 Storage for records including specific environmental conditions and accessibility requirements are noted and actioned as required

1.3 Activity documented by the record is identified from the elements of the record in accordance with organisational procedures

1.4 Area or action officer to which the record needs to go is identified from elements of the record or its content and staff list, in accordance with organisational procedures

1.5 Incoming material is assessed against organisational checklist to identify what material needs to be captured

1.6 Material which does not need to be registered is dealt with in accordance with organisational procedures

1.7 Where required by organisational procedures, the format/media of the record is modified in accordance with organisational requirements and procedures

2 Classify the record

2.1 The identified transaction/action/activity documented by the record is matched to the organisation's classification scheme

2.2 The full classification of the record is selected in accordance
2.3 The classified record is linked to other records in the system in accordance with the system rules and organisational procedures

2.4 Indexing points (cross-reference terms) are selected for the record in accordance with the system rules and organisational procedures

3 Register the record

3.1 Unique identifier is selected for record in accordance with organisational procedures and record keeping system rules

3.2 Record is registered into record keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures

3.3 Access and security status are determined in accordance with organisational procedures and documented in accordance with record keeping system rules

3.4 Disposal status of the record is determined and recorded in accordance with the record keeping system rules and organisational procedures

3.5 Record is forwarded to its appropriate location, which is recorded in accordance with the system rules and organisational procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the identification and classification of records to be captured as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the identification and classification of records to be captured including policies on privacy, confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the identification and classification of records to be captured as part of a records management process
- Problems that may occur with the identification and classification of records to be captured and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the identification and classification of records to be captured and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
• Communicate effectively with others when identifying and classifying records to be captured
• Read and interpret instructions, procedures and information relevant to the identification and classification of records to be captured
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the identification and classification of records to be captured
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when identifying and classifying records to be captured
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when identifying and classifying records to be captured in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment and consumables for the identification and classification of records to be captured
• Adapt to differences in equipment in accordance with standard operating procedures
• Use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Workplace environment may include movement of:
• equipment
• goods
• products
• materials
• vehicular traffic
Records may be:  
- electronic  
- paper-based  
- microform  
- graphic  
- mainframe or PC-based applications

Storage requirements may include records in various modes such as:  
- paper-based  
- computer disks and reels  
- CD-ROM  
- microfiche  
- film  
- audio

The record identification and classification process is:  
- conducted as part of records management activities with the operator using discretion and judgement within established procedures

Access status of records may be:  
- confidential  
- high security (restricted)  
- open

Records may be registered (captured) into:  
- current records systems  
- archival control systems  
- business systems  
- storage facilities systems

Storage may be:  
- centralised or decentralised  
- off-line or off-site  
- in-house or out-sourced  
- commercial storage service or government repository  
- CD storage  
- imaging systems  
- microform  
- audio-visual/multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications)
Hazards in the work area may include:

- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

OH&S requirements include:

- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation
- machine guarding

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:

- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific**

- Performance is demonstrated consistently over a period
resources for assessment of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIT407C Maintain control of records

Unit Descriptor
This unit involves the skills and knowledge required to maintain control of records in accordance with workplace requirements including tracking records, conducting file audits, preparing reports from a records system, preparing staff lists, and implementing disaster recovery procedures. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to maintain control of records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Track record

1.1 Unique identifier of record to be located is determined from request or instructions

1.2 Location of record is obtained from records system in accordance with records system rules and organisational procedures

1.3 History of record location is obtained from records system in accordance with records system rules and organisational procedures

1.4 Information about record is obtained from records system in accordance with records system rules and organisational procedures

1.5 Information about the record is updated and amended in accordance with organisational procedures

1.6 All transactions on the records system are completed within the designated timeframe

2 Conduct a file audit

2.1 Files are physically located with action officer and in storage areas in accordance with supervisor's instructions

2.2 Discrepancies between nominal and actual record locations are identified

2.3 Supervisor is clearly/specifically informed/ notified of any discrepancies and/or issue
2.4 Unacceptable record keeping practices are observed and noted during the audit activities in accordance with organisational procedures
2.5 Information about any anomalous record is updated and amended in accordance with organisational procedures
2.6 Reconciliation statement is prepared and forwarded to supervisor in accordance with organisational procedures and records system procedures

3 Prepare reports from records system
3.1 Reports are prepared from system in accordance with supervisor's instructions or requests
3.2 Reports are prepared in accordance with workplace procedures and records system procedures
3.3 All reports from the records system are prepared within the designated timeframe

4 Prepare staff lists
4.1 Staff and user lists are checked and updated to accord with the current locations and designations of organisational staff members in accordance with supervisor's instructions
4.2 Staff and user lists are duplicated and circulated to all those requiring copies in accordance with supervisor's instructions

5 Implement disaster recovery procedures
5.1 Policies and procedures are identified for disaster recovery
5.2 Recovery actions are undertaken in accordance with workplace procedures and scope of authority
5.3 Appropriate personnel are informed of actions taken in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations relevant to the maintenance of control of records as part of a records management process
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the maintenance of control of records including policies on confidentiality and security of information and records
• Focus of operation of work systems, equipment, management and site operating systems for the maintenance of control of records as part of a records management process
• Problems that may occur with the maintenance of control of records and appropriate action that can be taken to resolve the problems
• Operational workflow within a records management system
• Types of equipment used in the maintenance of control of records and the precautions and procedures that should be followed in their use
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

**Required skills:**
• Communicate effectively with others when maintaining control of records
• Read and interpret instructions, procedures and information relevant to the maintenance of control of records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the maintenance of control of records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when maintaining control of records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when maintaining control of records in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment for the maintenance of control of records
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites
Workplace environment may include movement of:
- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:
- paper- or electronically-based

Storage requirements may include records in various modes such as:
- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

The record control process is:
- conducted as part of records management activities with the operator using discretion and judgement within established procedures

Record information to be updated may come from:
- supervisor
- user
- file transfer slips
- action officers
- results of file audit
- requests

Standard reports prepared from the record keeping system may include:
- statistics
- resubmits for following day
- over due action reports
- daily correspondence

Those requiring copies of staff/user lists may include:
- managers of record keeping areas
- those undertaking classification and capture

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards
Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing
Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific**

- Performance is demonstrated consistently over a period
resources for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIT507C

**Provide information from and about records**

**Unit Descriptor**

This unit involves the skills and knowledge required to provide information from and about records in accordance with workplace procedures. It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures, and providing the information in response to users' requests. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide information from or about records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

**Competency Field**

T – Records

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Identify range of records required** | 1.1 The specific information required by the user is identified from interpretation of the user's request and clarified where initial request is unclear  
1.2 Range of records likely to contain the information required by the user is identified from analysis of the request  
1.3 The availability of the required records is accessed using appropriate finding aids and record keeping system  
1.4 Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organisation |

| 2 Gather required records | 2.1 Range of records likely to contain the information required by the user is obtained and analysed for the required information content  
2.2 Information is extracted, where required, and information is prepared in line with the request  
2.3 Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures  
2.4 Records are tracked to record change in location and use by the requesting user in accordance with the record keeping |
system rules and organisational procedures

2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed

3 Interpret and administer access rules and procedures

3.1 Person requesting the record is identified and access rules and procedures category are confirmed in accordance with organisational procedures

3.2 Access restriction rules and guidelines are applied to the records requested and to match the access category of the user

3.3 Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision

3.4 Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction

4 Provide the information in response to users' requests

4.1 Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organisational procedures

4.2 Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organisational procedures

4.3 All access rules, record preservation requirements, specified timelines and occupational health and safety guidelines are adhered to

4.4 The records retrieved and used to provide information are documented according to the system rules and organisational procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the provision of information from or about records as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the provision of information from or about records as part of a records management process
- Problems that may occur when providing information from or about records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
• Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

Required skills:
• Communicate effectively with others when providing information from or about records
• Read and interpret instructions and procedures relevant to the provision of information from or about records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the provision of information from or about records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when providing information from or about records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when providing information from or about records in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and efficiently and effectively use equipment for the provision of information from or about records
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards
• Maintain security and confidentiality of material

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external
Workplaces may comprise:

- large, medium or small worksites

Workplace environment may include movement of:

- equipment
- goods
- products
- materials
- vehicular traffic

Records may be:

- paper- or electronically-based

Storage requirements may include records in various modes such as:

- paper-based
- computer disks and reels
- CD-ROM
- microfiche
- film
- audio

The information service is conducted as part of:

- records management activities with the operator using discretion and judgement within established procedures. Boundaries of requests under freedom of information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required

Appropriate format for provision of information may include:

- original
- copy of original
- hard or soft copy of original
- digital
- permission to view information/record

Hazards in the work area may include:

- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment
Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:

- manual handling
- protective clothing
- elimination/control of hazards

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:

- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the privacy, confidentiality, access and security requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific

- Performance is demonstrated consistently over a period
resources for assessment

of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIT607C  Provide records retrieval service

Unit Descriptor
This unit involves the skills and knowledge required to provide a records retrieval service in accordance with workplace requirements including locating/retrieving records required, ensuring security of records, and delivering the record or record information. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to provide a records retrieval service as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Locate/retrieve records required
1.1 Search criteria are refined in consultation with user making request, and key words (or other indexing terms) are identified to retrieve records
1.2 Sources are searched to retrieve records according to agreed criteria
1.3 Records are retrieved or located to match request

2 Ensure security of records
2.1 Person requesting the record is identified and access category confirmed in accordance with organisational procedures
2.2 Access and security clearance documents are checked for match with category of identified person requesting the record
2.3 Where access is denied, the user is informed of the denial in accordance with organisational procedures

3 Deliver the record or record information
3.1 Where record is to be provided, it is retrieved from the storage location in accordance with record keeping system operation, organisational, and occupational health and safety procedures
3.2 Where information about the record is to be provided, it is given to the user
3.3 Where required by the record keeping system, records of the transaction are documented in accordance with record keeping system operation and organisational procedures
3.4 Where records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures

3.5 Record, or record information is delivered to the authorised person within the specified timeframes

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Regulations relevant to the provision of a records retrieval service as part of a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the provision of a records retrieval service including policies on privacy, confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the provision of a records retrieval service as part of a records management process
- Problems that may occur when providing a records retrieval service and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in the provision of a records retrieval service and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

**Required skills:**

- Communicate effectively with others when providing a records retrieval service
- Read and interpret instructions, procedures and information relevant to the provision of a records retrieval service
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of a records retrieval service
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing a records retrieval service
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing a records retrieval service in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment for the provision of a records retrieval service
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Customers may be:
• internal or external

Workplaces may comprise:
• large, medium or small worksites

Workplace environment may include movement of:
• equipment
• goods
• products
• materials
• vehicular traffic

Records may be:
• paper- or electronically-based

Storage requirements may include records in various modes such as:
• paper-based
• computer disks and reels
• CD-ROM
• microfiche
• film
• audio

The record retrieval service is:
• conducted as part of records management activities with the operator using discretion and judgement within established procedures

Requests may be:
• written
• verbal
• computer-generated or system-generated
Information about the record may include:
- location or a unique identifier

Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- high visibility clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures
Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

- requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
### TLIT707C Sentence records

#### Unit Descriptor
This unit involves the skills and knowledge required to sentence records within a workplace records system in accordance with workplace requirements including identifying records for sentencing, examining records for sentencing, selecting disposal status for records, and recording the disposal status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to sentence records as part of record management processes in the transport, warehousing, distribution and/or storage industries.

#### Competency Field
T – Records

#### PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Identify records for sentencing | 1.1 Records on which action is complete are located, removed, or copied from the active record keeping system, in accordance with organisational procedures  
1.2 Records are identified from request or supervisor's instructions |
| 2 Examine records for sentencing | 2.1 Any record on which action is not complete is returned to active record keeping system in accordance with organisational procedures  
2.2 Activity, group of related activities, or groups of transactions documented by the records are correctly identified at the appropriate level in accordance with organisational procedures  
2.3 Client is consulted concerning sentencing date and proposed actions for records is confirmed by client |
| 3 Select disposal status for records | 3.1 The disposal class is identified for the record in the records authorised schedule applicable to the activity or transactions  
3.2 Records are identified for further periods of retention, calculated in accordance with organisational procedures or for immediate destruction  
3.3 The items identified for immediate destruction are separated |
from the rest of the body of records

3.4 Items which cannot be sentenced are handled in accordance with organisational disposal procedures

4 Record the disposal status

4.1 The disposal status, disposal action and date of disposal action are recorded with the record keeping system in accordance with organisational disposal procedures and record keeping systems rules

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Regulations relevant to the sentencing of records as part of a records management process
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the sentencing of records including policies on confidentiality and security of information and records
• Focus of operation of work systems, equipment, management and site operating systems for the sentencing of records as part of a records management process
• Problems that may occur when sentencing records and appropriate action that can be taken to resolve the problems
• Operational work flow within a records management system
• Types of equipment used in the sentencing of records and the precautions and procedures that should be followed in their use
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

Required skills:

• Communicate effectively with others when sentencing records
• Read and interpret instructions, procedures and information relevant to the sentencing of records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the sentencing of records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when sentencing records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when sentencing records in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment for the sentencing of records
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
   • by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Workplace environment may include movement of: • equipment
   • goods
   • products
   • materials
   • vehicular traffic
Records may include: • a simple records series (single disposal class in disposal authority)
   • a number of simple series; form-based records (e.g. financial or personnel transactions limited range of activities in the records)
   • action that is either complete or includes sentencing that may be part of the capture process
   • media that is paper-based, electronic or other format
The record sentencing process is conducted as part of: • records management activities with the operator using discretion and judgement within established procedures
Operating environment may include: • operating under supervision
   • working as a team effort
   • working solo
   • a sentencing process encompassing review with team procedures ensuring consistency
Hazards in the work area may include:
- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing

OH&S requirements include:
- manual handling
- protective clothing
- elimination/control of hazards

Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including privacy and confidentiality requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
resources for assessment

- Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIT807C Undertake disposal program

Unit Descriptor
This unit involves the skills and knowledge required to undertake a records disposal program in accordance with workplace requirements including preparing for disposal activities, undertaking disposal activities, supervising disposal actions, and seeking approval for disposal actions. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures when undertaking a disposal program as part of record management processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
T – Records

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for disposal activities
1.1 Records or areas where records are due for disposal action are identified from request or schedule
1.2 Resources needed to undertake the program are assembled in the location and at the time required

2 Undertake disposal activities
2.1 Records are assessed to determine what disposal action can be undertaken immediately, whether records need to be sentenced or reviewed, and whether any records need to be appraised
2.2 Disposal actions are distributed and delegated to be conducted in accordance with organisational rules, guidelines and procedures
2.3 Quality control measures are undertaken in accordance with organisational procedures to ensure consistency in determining disposal status and retention periods
2.4 Certificate of destruction documentation is completed and information provided to client as required

3 Supervise disposal actions
3.1 Disposal sentences referred by delegates are reviewed and disposal actions determined from existing schedules or from appraisal results
3.2 Checks are made to ensure that disposal decisions are recorded
in the record keeping system and that disposal actions taken are in accord with the decisions recorded

4 Seek approval for disposal actions

4.1 Approval is sought from the appropriate individual/body for disposal actions
4.2 Records which are no longer required for any purpose are destroyed in accordance with approval and organisational procedures
4.3 Records which need to be kept for a further period are stored in accordance with organisational records storage requirements
4.4 All disposal actions are recorded and authorised in accordance with organisational procedures and record keeping system requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to disposal of records within a records management process
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the disposal of records including policies on confidentiality and security of information and records
- Focus of operation of work systems, equipment, management and site operating systems for the disposal of records as part of a records management process
- Problems that may occur when undertaking the disposal of records and appropriate action that can be taken to resolve the problems
- Operational workflow within a records management system
- Types of equipment used in a records disposal program and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when undertaking the disposal of records
- Read and interpret instructions, procedures and information relevant to the disposal of records
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the disposal of records
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when undertaking the disposal of records
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may occur when undertaking the disposal of records in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment for the disposal of records
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
  • by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include movement of: • equipment
  • goods
  • products
  • materials
  • vehicular traffic

Records may be: • paper- or electronically-based

Storage requirements may include records in various modes such as • paper-based
  • computer disks and reels
  • CD-ROM
  • microfiche
  • film
  • audio
The records disposal program is conducted as part of:

- records management activities with the operator using discretion and judgement within established procedures

Range of records may include:

- single series
- multiple series
- multiple systems
- in various formats including paper; electronic storage media; structured; free text; graphic

Hazards in the work area may include:

- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- protective clothing

OH&S requirements include:

- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation and machine guarding

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures
Consultative processes may involve:

- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including confidentiality and security requirements
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
demonstrate competency in this unit

- requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
<table>
<thead>
<tr>
<th>TLIT907C</th>
<th>Undertake movement of records</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit Descriptor</strong></td>
<td>This unit involves the skills and knowledge required to undertake the movement of records in accordance with workplace requirements including selecting records for movement, maintaining control of records, and transferring records as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.</td>
</tr>
<tr>
<td><strong>Employability Skills</strong></td>
<td>This unit contains employability skills.</td>
</tr>
<tr>
<td><strong>Application of the Unit</strong></td>
<td>Work must be carried out in accordance with regulations and workplace requirements relevant to the movement of records within a record management process. Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the movement of records as part of record management processes in the transport, warehousing, distribution and/or storage industries.</td>
</tr>
<tr>
<td><strong>Competency Field</strong></td>
<td>T – Records</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elements describe the essential outcomes of a unit of competency.</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.</td>
</tr>
<tr>
<td><strong>1 Select records for movement</strong></td>
<td>1.1 Reason for the movement is understood and clarified if necessary</td>
</tr>
<tr>
<td></td>
<td>1.2 Specific records to be moved are identified from the instructions and supporting documentation, and located</td>
</tr>
<tr>
<td></td>
<td>1.3 Records are retrieved from storage location, or flagged in the system, in accordance with workplace procedures, legal requirements, and occupational health and safety procedures</td>
</tr>
<tr>
<td><strong>2 Maintain control of records</strong></td>
<td>2.1 Transfer documentation is prepared by recording the unique identifiers of the records to be moved in a form compliant with the workplace rules and procedures for the transfer of custody, ownership and/or responsibility of records</td>
</tr>
<tr>
<td></td>
<td>2.2 Records are prepared for movement in accordance with the requirements of their storage medium</td>
</tr>
<tr>
<td></td>
<td>2.3 Identifying documentation for records is retained for organisational records and a copy retained with the records themselves during transit</td>
</tr>
<tr>
<td></td>
<td>2.4 Where appropriate, transit locations for records to be moved are recorded in the location control system</td>
</tr>
<tr>
<td><strong>3 Transfer records</strong></td>
<td>3.1 Method, timeframe and personnel to undertake the movement</td>
</tr>
</tbody>
</table>
is determined in accordance with workplace procedures and
the records requirements
3.2 The relocation of the records is documented in the location
control system and other systems in accordance with
organisational procedures
3.3 The movement of the records is completed and documented in
accordance with workplace procedures
3.4 Proof of receipt is obtained and forwarded to the appropriate
authority (where required)

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Regulations relevant to the movement of records as part of a records management system
• Relevant OH&S and environmental protection procedures and guidelines
• Workplace procedures and policies for the movement of records including policies on
  confidentiality and security of information and records
• Focus of operation of work systems, equipment, management and site operating systems for
  the movement of records as part of a records management system
• Problems that may occur when moving records and appropriate action that can be taken to
  resolve the problems
• Operational workflow within a records management system
• Types of equipment used in the movement of records and the precautions and procedures that
  should be followed in their use
• Housekeeping standards and procedures required in the workplace
• Site layout and obstacles

Required skills:
• Communicate effectively with others when moving records
• Read and interpret instructions, procedures, information and signs relevant to the movement
  of records
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the movement of records
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when moving records
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour
  and interactions with others
• Promptly report and/or rectify any identified problems that may occur when moving records
  in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may
  exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.
• Maintain security and confidentiality of material
• Identify, select and efficiently and effectively use equipment for the movement of records
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include movement of:
• equipment
• goods
• products
• materials
• vehicular traffic

Record storage may be:
• centralised or decentralised
• off-line or off-site
• in-house or out-sourced
• commercial storage service or government repository
• CD storage
• imaging systems
• microform
• audio-visual multimedia formats with special storage requirements (e.g. temperature controlled, dust-free, strict air-conditioning specifications)

The record movement process is conducted as part of: • records management activities with the operator using discretion and judgement within established procedures
**Key aspects of the process may include:**

- request for movement may be written, verbal, computer-generated or system-generated
- paper, microform or audio-visual/multimedia records may be boxed for movement
- electronic records may be flagged and copied to new database for storage off-line or in new medium

**Information relating to the transfer may include:**

- locations
- dates
- titles
- destination
- originating organisation
- approving officer
- who undertook the transfer
- method to be used
- range of record unique identifiers

**Hazards in the work area may include:**

- height and reach implications of storage facilities
- dust and vapours
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked records or boxes
- faulty equipment

**Personal protective equipment may include:**

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

**OH&S requirements include:**

- manual handling
- protective clothing
- elimination/control of hazards
- machine isolation and machine guarding
Communication in the work area may include:
- phone
- fax
- email/internet
- electronic data interchange (EDI)
- RF systems
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:
- workplace personnel including supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards pertaining to records management
- storage specifications and requirements
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
- quality assurance standards for records management
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to records management
- relevant Australian Standards relating to records management
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- privacy and confidentiality legislation and regulations
- freedom of information regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be
conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIU107B  Implement and monitor environmental protection policies and procedures

Unit Descriptor
This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures including accessing relevant information concerning environmental protection regulations and procedures, and implementing and monitoring procedures concerning environmental hazards, related control procedures, environmental training arrangements, and required records and documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision generally within a team environment. It involves the application of the environmental protection principles and regulations to implement and monitor environmental protection policies and procedures during the course of workplace operations.

Competency Field
U – Environment

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access information concerning environmental protection regulations and procedures

1.1 Relevant provisions of environmental legislation and codes of practice are accurately followed
1.2 Information on workplace environmental policies, procedures and programs is stored in a readily accessible location and manner
1.3 Information is accurately and clearly explained to the work team and updated according to change in workplace policy
1.4 Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel

2 Implement and monitor procedures concerning environmental hazards

2.1 Existing and potential environmental hazards in the workplace are identified and reported
2.2 Identified hazards are assessed in relation to relevant environmental protection policies
2.3 Workplace procedures for dealing with hazardous events are
3 Implement and monitor environmental control procedures

3.1 Existing environmental protection measures are implemented, monitored and reviewed
3.2 Work procedures to protect environment are implemented and adherence to them by the work group is monitored
3.3 Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Workplace procedures and guidelines for implementing and monitoring environmental protection
- Environmental risks associated with workplace operations and related precautions to control the risk
- Environmental protection standards required in the workplace
- Workplace environmental hazards and related hazard control measures
- Workplace reporting and recording processes and procedures
- Hierarchy of control principles for environmental risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques)
- Equipment and resources required when implementing and monitoring environmental protection and instructions for their use
- Problems that can occur when implementing and monitoring environmental protection procedures
- Significance of EEO principles and practice for environmental management
- Literacy levels and communication skills of those supervised
- Relevant management systems and procedures for environmental management
- Organisational structure and site layout

Required skills:

- Communicate effectively with others both orally and in writing when implementing and monitoring environmental protection procedures
- Counsel, advise and inform others on environmental protection matters
• Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of environmental protection procedures
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the implementation and monitoring of environmental protection procedures
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when implementing and monitoring environmental protection procedures
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Recognise potential environmental risks and ways of minimising them
• Promptly report and/or rectify any identified problems that may occur when implementing and monitoring environmental protection procedures in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Carry out training needs analysis relevant to workplace requirements
• Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Implementation and monitoring of environmental protection policies and procedures may occur:

Customers may be:

• internal or external

Workplaces may comprise:

• in a range of work environments by day or night
• large, medium or small worksites in the transport, warehousing, distribution and/or storage industries
Workplace procedures for dealing with hazardous events may include:

- inspection and housekeeping
- training and assessment
- maintenance including plant and equipment
- purchasing
- evacuation
- hazardous substance containment
- operational instruction
- environmental information including incident and management practices
- consultation
- specific hazardous materials policies and procedures
- counselling and disciplinary processes
- risk assessment and control
- first aid
- internal and external auditing

Environment may include:

- indoor
- outdoor
- marine
- atmospheric

Environmental protection requirements may be obtained from:

- environmental hazard reports
- risk control procedures
- workplace personnel and management
- relevant legislation

Environmental hazards may include:

- exhaust fumes
- oils and lubricants
- gas
- smoke
- chemicals and detergents
- rubbish
- noise
- wastes

Servicing requirements may be obtained from:

- customer requests
- works orders
- freight requirements
- workplace personnel
Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Personnel in the work area may include:

- workplace personnel including supervisors and management
- site visitors
- contractors
- official representatives

Support services can include:

- loading/unloading requirements
- load security/protection
- receipt personnel
- special vehicle access/parking

Promotional activities may include:

- public relations activities
- press releases
- open days
- in-house newsletters
- publications
- advertising programs
- seminars
- promotional briefings

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- OH&S and environmental protection regulations
- workplace housekeeping procedures and policies
- codes of practice for environmental protection
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- ADG Code
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to:

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the
**demonstrate competency in this unit**

requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIU607B Conduct environmental audits

Unit Descriptor
This unit involves the skills and knowledge required to conduct an environmental audit in accordance with relevant environmental protection regulatory requirements and workplace procedures. This includes preparing for an environmental audit, scheduling an internal audit, conducting an environmental audit, documenting the findings, and reporting on the environmental audit results. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

Competency Field
U – Environment

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for environmental audit

1.1 Relevant legislation, authority and enterprise requirements pertinent to the operations of the workplace are identified and followed

1.2 Practices and facilities required to be audited are identified and implications of non-conformance established

1.3 Technical and/or calibration requirements for audits are noted and, where necessary, appropriate support personnel are identified

1.4 Work schedules are investigated to identify appropriate schedule for audit
2 Schedule internal audit

2.1 Audit timings are planned to ensure that relevant procedures are conducted within workplace agreed time intervals and timeframes
2.2 Audit frequency is adjusted to ensure minimal disruption to the workplace
2.3 Contact is made with appropriate personnel and appointments for the audit are made

3 Conduct environmental audit and document findings

3.1 Operational procedures and assessment methods for the environmental audit are confirmed with affected personnel
3.2 Observations and interviews are conducted with (any) required approved third party
3.3 Documentation of observations and interview responses is completed

4 Report environmental audit results

4.1 Outcomes of the audit process are compared to workplace procedures
4.2 Audit results are discussed with relevant personnel
4.3 Reports of non-compliance are documented including options for environmental system improvements
4.4 Reports are forwarded to appropriate personnel for action

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant OH&S and environmental protection procedures and regulations, including the ADG Code where applicable
- Workplace processes for the conduct of an environmental audit
- Problems that may occur during the conduct of an environmental audit and action that can be taken to report or resolve the problems
- Hazards that may exist in the conduct of an environmental audit and ways of controlling the risks involved
- Focus of operation of workplace in relation to potential environmental risks and control/prevention measures
- Environmental risk management and control procedures
- Audit procedures and compliance implementation strategies
- Regulatory and guidance material on environmental safety
- Workplace business policies and plans including procedures for identification of non-compliance and best practice
- Equipment applications, capacities, configurations, safety hazards and control
- Application of relevant Australian Standards and associated certification requirements
- Resource availability including the competencies of individuals in the team or group
• Relevant workplace documentation procedures

**Required skills:**
• Communicate effectively with others when conducting an environmental audit
• Read and interpret instructions, technical data, regulatory requirements and workplace policies and procedures relevant to the conduct of an environmental audit
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the conduct of an environmental audit
• Operate electronic communication equipment to required protocol
• Provide leadership and work collaboratively with others when conducting an environmental audit
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any problems identified when conducting an environmental audit in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan and organise environmental audit activities
• Monitor work activities in terms of planned schedule
• Modify activities to cater for variations in workplace contexts and environment
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Select and apply appropriate technology, information systems and procedures
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken: • in various work environments in the warehousing, storage, transport and distribution industries

Customers may be: • internal or external

Operations may be conducted: • by day or night in all weather conditions

The workplace environment may involve: • twenty-four hour operation
• single and multi-site location
• large, medium and small workplaces

Services, products, risks, work systems and requirements potentially vary: • in different sectors of the warehousing, storage, transport and distribution industries
Environmental audits may be conducted:
- as part of enterprise or site specific procedures

Audits may be conducted:
- alone or in conjunction with other staff from the enterprise or external contractors

Audits may involve:
- movement of processed materials, dangerous goods, hazardous substances, waste disposal, run-offs, etc.

Consultative processes may involve:
- employees, supervisors and managers
- customers and suppliers
- relevant environmental authorities and local government departments
- representatives of other enterprises and organisations related to the international transfer of freight
- industrial relations and OH&S specialists
- other professional, maintenance or technical staff

Communications systems may involve:
- fixed or mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail, forms and internal memos

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Documentation/records may include:

- environmental codes of practice and regulations relevant to workplace activities
- regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG Code where applicable
- workplace operating procedures, instructions and policies relevant to environmental protection
- operations manuals, job specifications and procedures and induction documentation
- local government environmental protection policies and guidelines
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- manufacturers specifications and/or suppliers handling and storage advice
- material safety data sheets
- communications technology equipment and oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory and local government environmental protection legislation and regulations
- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S legislation
- relevant licence or permit requirements and associated regulations
- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIU707B Care for the environment

Unit Descriptor

This unit involves the skills and knowledge required to care for the environment when operating and maintaining equipment and/or vehicles including minimising the effects of pollution during operations, minimising the effects of pollution during maintenance, and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

Work must be carried out in accordance with relevant state/territory environmental protection regulations and workplace procedures.

Work is performed under some supervision generally within a team environment. It involves the application of the basic environmental protection principles and regulations to the operation and maintenance of equipment and vehicles during the course of workplace operations.

Competency Field

U – Environment

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Minimise the effects of pollution during operations

1.1 Precautions are taken to ensure spilt fuel, lubricants and chemicals do not pollute the environment

1.2 Equipment and vehicles are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions

1.3 Unnecessary running of engines/equipment is avoided to minimise pollution of the air environment

1.4 Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures

2 Minimise the effects of pollution during maintenance

2.1 Routine checks are conducted or organised to ensure emission control equipment on equipment/vehicle is operating correctly

2.2 Suitable precautions are taken during the cleaning of equipment/vehicles not to pollute the environment

2.3 Care is taken during services and maintenance operations to implement housekeeping procedures and environmental protection precautions and procedures

2.4 Rubbish is deposited in designated rubbish disposal bins
3 Transport/handle environmentally hazardous materials safely

3.1 Material safety data sheets are completed in accordance with government regulations and workplace requirements
3.2 Waste and effluent is disposed of in accordance with government regulations and government policy
3.3 Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution
3.4 Routes for vehicles carrying hazardous and noxious loads are planned to minimise the risk to the environment in the event of accident or spillage

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant environmental protection regulations
• Workplace procedures and guidelines for the care of the environment during workplace operations
• Environmental risks when carrying out workplace operations and related precautions to control the risk
• Environmental protection standards or licence required in the workplace
• Site layout including location of rubbish disposal bins and contaminated waste
• Application of relevant environmental protection regulations and requirements including site specific licence and trade waste requirements
• Service and maintenance procedures and checklists for equipment and vehicles
• Procedures and processes for waste and effluent regulation where applicable
• Environmental hazards and toxicity of materials typically carried in loads
• Emission control checking requirements for vehicles and relevant equipment
• Typical problems that can occur when caring for the environment and appropriate action that can be taken to prevent or solve them

Required skills:
• Communicate effectively with others when caring for the environment
• Read and interpret instructions, procedures and information relevant to the care of the environment
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the care of the environment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when caring for the environment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems that may arise when caring for the environment in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when caring for the environment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Recognise potential pollution risks and ways of minimising them
• Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
• Follow routine service and maintenance procedures for equipment and vehicles
• Adapt to differences in equipment and operating environment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Care for the environment may be conducted: • in a range of work environments by day or night:
  • within tunnel ventilation systems
  • ground water recharge system
  • ground water treatment plant

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites in the transport, warehousing, distribution and/or storage industries, other small medium sites related to road transport

Environment may include: • indoor
  • outdoor
  • marine
  • atmospheric
  • rivers
  • water table
  • road tunnel environment
Pollutants may include:

- exhaust fumes
- oils and lubricants
- gas
- smoke
- chemicals and detergents
- rubbish
- noise
- wastes
- road water run off
- ground water
- in tunnel air quality
  - CO
  - NO
  - NO2
  - PM2.5
  - PM10

Equipment/vehicles may include:

- motor vehicles, trucks and motorcycles
- fixed equipment emitting exhaust fumes/gases
- marine vessels
- forklifts, cranes and load shifting equipment
- tunnel ventilation equipment
- water treatment plants
- ground water systems
- pumps and drainage systems
- drainage
- ventilation tunnel
- detention basin

Personnel in the work area may include:

- workplace personnel
- site visitors
- contractors
- official representatives

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on workplace context, personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- OH&S and environmental protection regulations
- workplace housekeeping procedures and policies
- codes of practice for environmental protection
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures
- regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures

Applicable regulations and legislation may include:

- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
- workplace relations regulations
- ADG Code

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
For the environment

- relevant legislation and workplace procedures
- demonstrate an understanding of the precautions to be undertaken to prevent pollution to the environment within workplace and job role
- demonstrate an understanding of the requirements with in workplace procedures and regulatory requirements for the handling and moving of pollutants
- demonstrate the requirements for the disposal of waste and effluent in accordance with regulations and workplace procedures
- identify the pollution likely to effect the workplace and the effect on the job role

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIU809A  Apply environmental procedures to rail infrastructure

Unit Descriptor
This unit involves the skills and knowledge required to care for the environment during rail infrastructure maintenance and construction activities in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes minimising the effects of pollution during work and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with relevant state/territory environmental protection regulations and workplace procedures.

Work is performed under some supervision generally within a team environment. It involves the application of basic environmental protection principles and regulations to work undertaken during rail infrastructure maintenance and construction activities.

Competency Field
U – Environment

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Minimise the effects of pollution during work
1.1 Precautions are taken to ensure spilt fuel, lubricants, chemicals and noxious plants do not pollute the environment
1.2 Equipment and vehicles are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions
1.3 Unnecessary running of engines/equipment is avoided to minimise pollution of the air environment
1.4 Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures
1.5 Contaminant from worksites is contained by use of appropriate traps and barriers
1.6 Noise pollution from work is minimised

2 Minimise the effects of pollution during maintenance
2.1 Suitable precautions are taken during maintenance and construction activities not to pollute the environment by implementing housekeeping and environmental protection
3 Avoid environmental damage

3.1 Sensitive sites in the vicinity of work are identified
3.2 Suitable precautions are taken to avoid damage to sensitive sites

4 Transport/handle environmentally hazardous materials safely

4.1 The instructions contained in material safety data sheets in regard to safe transportation requirements are followed in accordance with government regulations and workplace requirements
4.2 Contaminant is disposed of in accordance with relevant regulations, workplace procedures and guidelines
4.3 Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution

5 Complete reports and documentation

5.1 Environmental breaches are reported
5.2 Documentation is completed in accordance with relevant regulations and workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OHS and environmental protection regulations
- Workplace procedures and guidelines for the care of the environment during rail infrastructure maintenance and construction
- Environmental risks when undertaking rail infrastructure maintenance and construction and related precautions to control the risk
- Environmental protection standards required during rail infrastructure maintenance and construction activities
- Site layout including location of rubbish disposal bins and run-off protection measures
- Application of relevant environmental protection regulations and requirements including site specific licence and trade waste requirements
- Service and maintenance procedures
- Procedures and processes for waste and effluent regulation where applicable
- Environmental hazards and toxicity of materials typically carried in loads
- Emission control checking requirements for vehicles and relevant equipment where fitted
- Typical problems that can occur when caring for the environment, and appropriate action that can be taken to prevent or solve them

Required skills:
• Read and interpret instructions, procedures and information relevant to the care of the environment during rail infrastructure maintenance and construction activities
• Interpret and follow operational instructions and perform work tasks in required sequence
• Complete documentation related to the care of the environment during rail infrastructure maintenance and construction activities
• Promptly report and/or rectify any identified problems that may arise when caring for the environment during rail infrastructure maintenance and construction activities in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unanticipated situations that may occur when caring for the environment during rail infrastructure maintenance and construction activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Recognise potential pollution risks and ways of minimising them
• Identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines
• Follow routine service and maintenance procedures for equipment and vehicles
• Adapt to differences in equipment and operating environment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all weather conditions

Workplaces may comprise: • large, medium or small worksites in the maintenance and construction of rail infrastructure

Environment may include: • indoor
• outdoor
• marine or other waterways
• atmospheric

Sensitive sites may include: • culturally sensitive sites
• bio sites
• environmentally sensitive sites
Pollutants may include: 
- exhaust fumes
- oils and lubricants
- gas
- smoke
- chemicals and detergents
- noxious weeds
- contaminated soils
- rubbish
- noise
- wastes

Equipment/vehicles may include: 
- motor vehicles or trucks
- fixed equipment emitting exhaust fumes/gases
- on-track vehicles
- off-track plant
- small machinery

Cleanup equipment may include: 
- spill kits
- bio-degradable detergents
- hay bales
- silt traps

Personnel in the work area may include: 
- workplace personnel
- site visitors
- contractors
- official representatives

Work may involve: 
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Liaison may include: 
- internal or external personnel from other work areas (e.g. train controllers)
- local authorities

Communication systems may include: 
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: 
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on workplace context, personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Information/documents may include:

- OH&S and environmental protection regulations
- regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues
- local authority regulations and procedures
- workplace housekeeping procedures and policies
- codes of practice for environmental protection
- material safety data sheets
- policies and procedures for entry and work in confined spaces
- manufacturers instructions concerning the use and servicing of equipment
- supplier and/or client instructions
- emergency procedures manuals
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- relevant legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- licence conditions
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation
- workplace relations regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying the following:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o an understanding of the precautions to be undertaken to prevent pollution to the environment within workplace and job role
  o an understanding of the requirements within the workplace procedures and regulatory requirements for the handling and moving of pollutants
  o an understanding of the requirements for the disposal of waste and effluent in accordance with regulations and workplace procedures
  o identification of the pollution likely to affect the workplace and the effect on the job role

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  o minimising the effects of a number of different pollutants during work in a variety of situations
  o identifying sensitive sites
  o disposing of contaminants in accordance with relevant regulations, workplace procedures and guidelines
  o completing documentation in accordance with workplace procedures
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
**TLIV107C  Cut and join materials**

**Unit Descriptor**
This unit involves the skills and knowledge required to cut and join materials for pallet manufacture in accordance with workplace requirements including planning, undertaking and completing the cutting/joining process. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the cutting and joining of materials as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

**Competency Field**
V – Pallet Operations

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Plan the cutting/joining process**

1.1 The process and materials to be used are identified

1.2 Manufacturers instructions and workplace procedures for the cutting/joining task are read and followed in the planning process

1.3 Safety precautions for self, equipment and work areas appropriate for the tasks are identified

1.4 Work sequence is planned, noting appropriate curing/cooling times, efficient work sequence and quality specification requirements

1.5 Allowances for wastage and/or joining overlaps are checked in workplace documentation and manufacturers instructions

2 **Undertake the cutting/joining process**

2.1 Equipment and consumables are assembled

2.2 Equipment and site are checked for safety

2.3 Adjustments and settings are made to suit materials, manufacturers instructions and workplace procedures

2.4 Materials to be cut or joined are positioned and secured

2.5 Cutting/joining process is undertaken in accordance with selected method of operation

2.6 Finished materials are checked for conformity to quality/workplace standards
2.7 Faults/problems with materials or componentry are identified and action is undertaken in accordance with workplace procedures

3 Complete the cutting/joining process

3.1 Finished materials are directed to storage area or next production stage
3.2 Waste materials are directed for disposal or recovery
3.3 Equipment is maintained and stored in designated area
3.4 Workplace documentation and records are completed as required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the cutting and joining of materials as part of pallet production including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cutting and joining of materials as part of pallet production
- Focus of operation of work systems, equipment, management and site operating systems for the cutting and joining of materials as part of pallet production
- Problems that may occur when cutting and joining materials as part of pallet production and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the cutting and joining of materials as part of pallet production and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when cutting and joining materials as part of pallet production
- Read and interpret instructions, procedures, information and labels relevant to the cutting and joining of materials as part of pallet production
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the cutting and joining of materials as part of pallet production
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cutting and joining materials as part of pallet production
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cutting and joining materials as part of pallet production in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Identify, select and efficiently and effectively use relevant materials and equipment when cutting and joining materials as part of pallet production
• Adapt to differences in materials and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic
The cutting/joining process is conducted: • as part of manufacture/repair activities with the operator using discretion and judgement within established specifications
Timber may be: • hardwood or softwood
Cutting/joining equipment covers: • a range of docking and trimming saws to which boards are mechanically fed
Equipment may include: • single or multiple saw positions
Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:
• timber types and species
• timber characteristics
• end condition of the timber
OH&S requirements include: • manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Hazards in the work area may include exposure to:
- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures
Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures

Applicable regulations and legislation may include:
- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

• Assessment of this unit must be undertaken by a registered training organisation

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
Operate hand held air/power equipment for production processes

Unit Descriptor
This unit involves the skills and knowledge required to operate hand held air/power equipment for pallet production processes in accordance with workplace requirements. It includes identifying equipment and power requirements, setting up equipment and completing pre-use checks, operating hand held air and/or power equipment, and storing equipment appropriately after use. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the operation of hand held air and power equipment as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
V – Pallet Operations

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Identify equipment and power requirements

1.1 Equipment for drilling, cutting and grinding is identified and matched to work applications

1.2 Power and air supplies are identified for voltage, amperage, air pressure, lubrication and water separation

1.3 Emergency shut-down procedures are identified and followed when necessary

1.4 Appropriate workplace procedures and personal protective equipment are identified and used

2 Set up equipment and complete pre-use checks

2.1 Equipment settings, accessories and consumables are checked for appropriate condition

2.2 Manufacturers or workplace instructions for equipment are read and used to inform work practices

2.3 Equipment is set up for the required production process

2.4 Equipment is checked through the full operating range required for the task
3 Operate hand held air/power equipment

3.1 Equipment is operated in accordance with manufacturers and/or workplace instructions
3.2 Appropriate consumables including cooling and lubricating fluids are used where required
3.3 Provision is made to deal with waste, off-cuts and other by-products
3.4 Production techniques appropriate to the task are followed to meet required outcome
3.5 Finished materials are checked for conformity to quality/workplace standards
3.6 Faults/problems with materials or equipment are identified and action is undertaken in accordance with workplace procedures

4 Store equipment appropriately

4.1 Finished materials are directed to storage area or next production stage
4.2 Equipment is cleaned prior to storage
4.3 Equipment which is damaged, unserviceable or requiring service is tagged and appropriate steps are taken to arrange repair
4.4 Storage areas are maintained appropriately
4.5 Workplace documentation and records are completed as required

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the operation of hand held air and power equipment as part of pallet manufacturing processes
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of hand held air and power equipment as part of pallet manufacturing processes
- Focus of operation of work systems, equipment, management and site operating systems for the operation of hand held air and power equipment as part of pallet manufacturing processes
- Problems that may occur when operating hand held air and power equipment as part of pallet manufacturing processes and appropriate action that can be taken to resolve the problems
- Production workflow during pallet production
- Types of hand held air and power equipment used in pallet manufacturing processes and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
• Communicate effectively with others when operating hand held air and power equipment as part of pallet manufacturing processes
• Read and interpret instructions, procedures and information relevant to the operation of hand held air and power equipment as part of pallet manufacturing processes
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the operation of hand held air and power equipment as part of pallet manufacturing processes
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating hand held air and power equipment as part of pallet manufacturing processes
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating hand held air and power equipment as part of pallet manufacturing processes in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Maintain air and power equipment
• Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
• Identify, select and efficiently and effectively use air and power equipment within pallet manufacturing processes
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: in a range of work environments by day or night
Customers may be: internal or external
Workplaces may: large, medium or small worksites
Workplace environment may include: movement of equipment, goods, products, materials and vehicular traffic
The docking process is conducted:

- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be:

- hardwood or softwood

Air/power equipment may include:

- chisels
- nail guns
- saws
- grinders/sanders
- drills
- spray guns
- socket drivers
- compressors
- glue guns
- hot air guns
- planes

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Communication in the work area may include:

- phone
- fax
- email/internet
- barcode readers
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers and contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIV307C  Apply surface coatings using a spray gun

Unit Descriptor
This unit involves the skills and knowledge required to use a spray gun to apply surface coatings in accordance with workplace requirements, including planning surface coating process, undertaking surface preparation, applying surface coating, and completing workplace operations in accordance with requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Application of the Unit
Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the application of surface coatings using a spray gun as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
V – Pallet Operations

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan surface coating process
1.1 Equipment, accessories and consumables are assembled and checked for applicability to the surface coating task(s)
1.2 Material safety data sheets and/or product application and safety information are read and used to inform work practices
1.3 Particular process techniques, time and safety requirements are noted and used to inform work planning
1.4 Personal protective equipment is used/worn as required.

2 Undertake surface preparation
2.1 Characteristics of uncoated/raw material and the required surface coating materials are identified and appropriate action is taken to rectify the problem
2.2 Workplace instructions on surface preparation of materials are followed
2.3 Surface preparation is checked for conformity with required workplace standards

3 Apply surface coating
3.1 Sequence of work is identified maximising potential of the applied finish for the production operation
3.2 Equipment and accessories are used within manufacturers and
workplace instructions

3.3 Trial applications of surface materials are made to check spray patterns, equipment operations, materials consistency and specified surface finish

3.4 Surface coating depth and coverage is checked for conformity with specifications

3.5 Surfaces are kept free of contamination

3.6 Faults/problems are identified and action is undertaken in accordance with workplace procedures

4 Complete workplace operations

4.1 Products are located to storage area or next production stage as required

4.2 Equipment is cleaned prior to storage

4.3 Equipment which is damaged, unserviceable or requiring service is tagged and appropriate steps are taken to arrange repair

4.4 Workplace documentation and records are completed as required

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the application of surface coatings using spray gun equipment
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the application of surface coatings using spray gun equipment as part of pallet production
- Focus of operation of work systems, equipment, management and site operating systems for the application of surface coatings using a spray gun as part of pallet production
- Effects of the fumes, heat and other radiations
- Characteristics of the materials in terms of toxicity, reactivity, flammability, required viscosity and re-coatability
- Methods for preventing contamination of surfaces during and after surface coating
- Application of relevant hydraulic, mechanical and pneumatic principles to the spray process
- Problems that may occur when applying surface coatings using a spray gun and appropriate action that can be taken to resolve the problems
- Features and hazards of spray gun equipment used during pallet production and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when applying surface coatings using a spray gun
• Read and interpret instructions, procedures, information and labels relevant to the application of surface coatings using a spray gun
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to the application of surface coatings using a spray gun
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when applying surface coatings using a spray gun
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when applying surface coatings using a spray gun in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Maintain spray gun equipment to manufacturers specifications
• Identify, select and efficiently and effectively use relevant materials and equipment when applying surface coatings using a spray gun
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: ● in a range of work environments by day or night
Customers may be: ● internal or external
Workplaces may comprise: ● large, medium or small worksites
Workplace environment may include: ● movement of equipment, goods, products, materials and vehicular traffic
The surface coating process is conducted: ● as part of manufacture/repair activities with the operator using discretion and judgement within established specifications
Spray guns may be: ● air or electrically powered
Coatings may be: ● water or chemically soluble
Spray guns may be:

- hand held or automated

OH&S requirements include:

- manual handling, personal protective equipment, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to:

- chemicals and fumes
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- respirators
- protective clothing

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

<table>
<thead>
<tr>
<th>Information/documents may include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• company procedures</td>
</tr>
<tr>
<td>• enterprise procedures</td>
</tr>
<tr>
<td>• organisational procedures</td>
</tr>
<tr>
<td>• established or standard procedures</td>
</tr>
</tbody>
</table>

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
other relevant aspects of the range statement

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIV407C Undertake pallet repairs**

**Unit Descriptor**
This unit involves the skills and knowledge required to undertake pallet repairs in accordance with workplace procedures including inspecting and assessing pallet condition, repairing non-conforming pallets, and completing operations in accordance with requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures when repairing pallets in the transport, warehousing, distribution and/or storage industries.

**Competency Field**
V – Pallet Operations

**ELEMENT PERFORMANCE CRITERIA**

Elements describe the essential outcomes of a unit of competency.

1. **Inspect and assess pallet condition**

1.1 Pallet inspection method(s) is determined in compliance with occupational health and safety requirements and workplace procedures

1.2 Appropriate equipment is selected and used to inspect pallet

1.3 Visual and manual check of pallet condition is carried out in accordance with workplace standard operating procedure

1.4 Level of pallet damage is identified and repair method is determined and recorded in accordance with workplace procedures

2. **Repair non-conforming pallets**

2.1 Lifting devices and equipment are selected and checked for safe working operation

2.2 Pallet is positioned and secured

2.3 Repair to decks and bearers is undertaken in accordance with selected repair method and occupational health and safety and workplace safe operating requirements

2.4 Pallet is inspected for conformity to workplace specifications

3. **Complete operations**

3.1 Pallet is relocated to holding area without damage to pallet, personnel or equipment

3.2 Lifting devices and equipment are checked and returned to storage area
3.3 Documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the repair of pallets including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the repair of pallets
- Focus of operation of work systems, equipment, management and site operating systems for the repair of pallets
- Problems that may occur when repairing pallets and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the repair of pallets and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when repairing pallets
- Read and interpret instructions, procedures, information and labels relevant to the repair of pallets
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the repair of pallets
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when repairing pallets
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when repairing pallets in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain tools and machinery required in pallet repair
• Carry out inspection of the serviceability and condition of pallets
• Identify, select and efficiently and effectively use relevant materials and equipment when repairing pallets
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic
The repair processes are conducted: • as part of manufacture/repair activities with the operator using discretion and judgement within established specifications
Pallets may be: • of timber, metal or plastic construction
Pallets may be determined: • as non-repairable depending on cost, level of damage, time etc.
Hazards in the work area may include exposure to: • chemicals
• dangerous or hazardous substances
• stationary and moving equipment, parts and materials
• noise, light, energy sources
• electrical equipment
• humidity, air temperature, radiant heat
• debris on floor
• faulty racking
• poorly stacked materials or finished pallets
• faulty equipment
OH&S requirements include: • manual landing, protective clothing, elimination/control of hazards, machine isolation and machine guarding
Personal protective equipment may include:
- gloves
- safety headwear and footwear
- safety glasses
- protective clothing
- respirators

Consultative processes may involve:
- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:
- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:
- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIV507C  Clean and inspect pallets**

**Unit Descriptor**
This unit involves the skills and knowledge required to clean and inspect pallets in accordance with workplace requirements including identifying workplace procedures, resources and job specifications for cleaning pallets; inspecting and cleaning pallets; and monitoring and maintaining cleanliness and tidiness of pallet cleaning and storage areas. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the cleaning and inspection of pallets as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

**Competency Field**
V – Pallet Operations

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Identify workplace procedures, resources and requirements for cleaning pallets**
1.1 Workplace operating procedures, including occupational health and safety requirements for pallet cleaning, are identified and read
1.2 Equipment (including appropriate engineering controls and personal protective equipment) and consumables are selected in accordance with work area requirements
1.3 Specific requirements for pallet inspection and cleaning are identified and used in the planning of work activities
1.4 Requirements for the organisation of pallet storage before and after cleaning are identified to meet workplace requirements

2 **Inspect and clean pallets**
2.1 Information on serviceability requirements of pallets for required purposes is accessed and read
2.2 Pallet design features are noted and pallet types are identified for particular purposes
2.3 Pallets are inspected prior to, and during, cleaning to ensure that condition is appropriate for required use
2.4 Damaged pallets are tagged for repair or recycling
2.5 Pallets are cleaned following workplace procedures
2.6 Pallets are sorted and stacked in appropriate storage areas
2.7 Work is carried out following workplace practices and safe work procedures

3 Monitor and maintain cleanliness and tidiness of pallet cleaning and storage areas

3.1 Initiative is used to continuously monitor the cleanliness, safety and tidiness of the pallet cleaning and storage area

3.2 Housekeeping issues are raised with designated personnel in accordance with workplace procedures

3.3 Cleaning equipment and supplies are maintained and stored

4 Complete assigned pallet cleaning and inspection duties

4.1 Assigned pallet cleaning and inspection duties are conducted in accordance with workplace requirements

4.2 Documentation concerning cleaning operations is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the cleaning and inspection of pallets
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the cleaning and inspection of pallets including test methods for pallet strength and integrity
- Focus of operation of work systems, equipment, management and site operating systems for the cleaning and inspection of pallets
- Problems that may occur when cleaning and inspecting pallets and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the cleaning and inspection of pallets and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when cleaning and inspecting pallets
- Read and interpret instructions, procedures, information and labels relevant to the cleaning and inspection of pallets
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the cleaning and inspection of pallets
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when cleaning and inspecting pallets
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning and inspecting pallets in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Identify, select and efficiently and effectively use relevant materials and equipment when cleaning and inspecting pallets
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Maintain cleaning tools and equipment
• Carry out inspection of pallets to workplace standards
• Identify, select and efficiently and effectively use relevant materials and equipment when cleaning and inspecting pallets
• Adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted in a range of work environments by day or night

Customers may be:

• internal or external

Workplaces may comprise:

• large, medium or small worksites

Workplace environment may include:

• movement of equipment, goods, products, materials and vehicular traffic

The docking process is conducted:

• as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Cleaning operations may be conducted:

• by hand or machine involving detergents or solvents

Inspection may be:

• by eye or using testing equipment
Workplace requirements for completing cleaning activities may include:

- containing used cleaning agents and waste water in an appropriate manner
- sorting and appropriately storing recyclable materials for collection
- identifying maintenance requirements of any damaged equipment
- tagging faulty equipment and notifying appropriate personnel of maintenance requirements of damaged or non-functioning equipment
- checking work areas to ensure they meet required workplace standards
- completing and maintaining schedules and records

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
# TLIV607C

## Manufacture pallets using automated methods

### Unit Descriptor

This unit involves the skills and knowledge required to manufacture pallets using automated methods including planning the production of pallets, setting up pallet production equipment, operating the automated pallet manufacturing plant, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### Employability Skills

This unit contains employability skills.

### Application of the Unit

Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures when manufacturing pallets using automated methods as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

### Competency Field

V – Pallet Operations

### ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

#### 1 Plan production of pallets

1.1 Job requirements are identified from order form, workplace instructions and/or job specifications
1.2 Appropriate safety and shut-down procedures are followed
1.3 Automated equipment is organised to produce the required pallets as per job specifications
1.4 Communication with supervisor and other workers is maintained to ensure efficient work flow

#### 2 Set up pallet production

2.1 Start-up checks are completed according to workplace and manufacturers guidelines
2.2 Appropriate workplace occupational health and safety and other regulatory procedures are followed
2.3 Bearers and boards are inspected for compliance with workplace quality standards

#### 3 Operate automated pallet manufacturing equipment

3.1 Bearers and boards are loaded into stack trays according to correct quantity/sequence
3.2 Feed systems are maintained and monitored for correct work flow
3.3 Machine componentry is monitored to ensure appropriate speed and operation
3.4 Faults/problems with materials or componentry are identified and appropriate action is undertaken in accordance with workplace procedures
3.5 Pallet quality is checked prior to removal from stacker

4 Complete operations
4.1 Machine shut-down is conducted according to workplace and manufacturers guidelines
4.2 Waste materials are directed for disposal or recovery
4.3 Production records are completed in accordance with workplace procedures
4.4 Maintenance program (where applicable) is completed and recorded

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the manufacture of pallets using automated methods
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manufacture of pallets using automated methods
- Focus of operation of work systems, equipment, management and site operating systems for the manufacture of pallets using automated methods
- Problems that may occur when manufacturing pallets using automated methods and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the manufacture of pallets using automated methods and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:
- Communicate effectively with others when manufacturing pallets using automated methods
- Read and interpret instructions, procedures, information and labels relevant to the manufacture of pallets using automated methods
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the manufacture of pallets using automated methods
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when manufacturing pallets using automated methods
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when manufacturing pallets using automated methods in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Maintain automated pallet manufacturing machinery
• Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
• Identify, select and efficiently and effectively use relevant materials and equipment when manufacturing pallets using automated methods
• Adapt to differences in materials and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic

The automated production process is conducted: • as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be: • hardwood or softwood
Major components of pallet machine may include:

- control panel
- boards
- stackers
- hoppers
- conveyors
- nail bowls
- nail chucks
- cams
- control switches

Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:

- timber types and species
- timber characteristics
- end condition of the timber

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing
Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIV707C**

**Manufacture pallets using manual methods**

**Unit Descriptor**
This unit involves the skills and knowledge required to manufacture pallets using manual methods including planning the production of pallets, setting up manual pallet production processes, undertaking manual production of pallets, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the manufacture of pallets using manual methods as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

**Competency Field**
V – Pallet Operations

### PERFORMANCE CRITERIA

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Plan production of pallets**
   1.1 Pallet design is identified from order in accordance with workplace procedures
   1.2 Components are identified from drawings or instructions
   1.3 Number of components and quantity of timber necessary to complete order are calculated
   1.4 Arrangements are made for supply and cutting of boards and components
   1.5 Pallet assembly jig is selected to suit pallet design
   1.6 Brand requirements are identified from drawings or instructions and suitable stencils are selected
   1.7 Communication with supervisor and other workers is maintained to ensure efficient work flow

2. **Set up pallet production**
   2.1 Appropriate workplace occupational health and safety and other regulatory procedures are followed
   2.2 Personal protective equipment is selected and worn
   2.3 Equipment and components are brought to assembly area
   2.4 Components are inspected for compliance with workplace quality standards
2.5 Paint and painting equipment is prepared and tested

3 Undertake manual production of pallets

3.1 Components are checked for fit to assembly jig and a trial pallet is constructed to specifications in accordance with workplace procedures
3.2 Trial pallet is checked for conformity in accordance with workplace quality standards
3.3 Required number of pallets is constructed in accordance with workplace procedures
3.4 Faults/problems with equipment or components are identified and appropriate action is undertaken
3.5 Pallets are painted and stencilled to order in accordance with work specifications

4 Complete operations

4.1 Pallets are inspected and located to holding area without damage to pallet, personnel or equipment
4.2 Off-cuts, rejected boards and waste materials are directed for waste or recovery in accordance with workplace policy and procedures
4.3 Equipment is maintained and stored in designated areas
4.4 Documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the manufacture of pallets using manual methods
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the manufacture of pallets using manual methods
- Focus of operation of work systems, equipment, management and site operating systems for the manufacture of pallets using manual methods
- Problems that may occur when manufacturing pallets using manual methods and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Tools and equipment used during the manufacture of pallets using manual methods and the precautions and procedures that should be followed in their use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

Required skills:

- Communicate effectively with others when manufacturing pallets using manual methods
• Read and interpret instructions, procedures, information and labels relevant to the manufacture of pallets using manual methods
• Interpret and follow operational instructions and prioritise work
• Complete documentation related to work activities
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when manufacturing pallets using manual methods
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when manufacturing pallets using manual methods in accordance with regulatory requirements and workplace procedures
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Maintain tools and equipment used in the manufacture of pallets using manual methods
• Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
• Identify, select and efficiently and effectively use relevant materials and equipment when manufacturing pallets using manual methods
• Adapt to differences in materials and equipment in accordance with standard operating procedures
• Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night and may cover the full range of standard wooden designs manufactured in the workplace concerned

Customers may be: • internal or external

Workplaces may comprise: • large, medium or small worksites

Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic

The manual pallet production process is conducted: • as part of manufacture/repair activities with the operator using discretion and judgement within established specifications
Equipment used may include: • assembly jig
• nail gun
• compressor or compressed air supply
• paint spray gun

OH&S requirements include: • manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Hazards in the work area may include exposure to: • chemicals
• dangerous or hazardous substances
• stationary and moving equipment, parts and materials
• noise, light, energy sources
• electrical equipment
• humidity, air temperature, radiant heat
• debris on floor
• faulty racking
• poorly stacked materials or finished pallets
• faulty tools and equipment

Personal protective equipment may include: • gloves
• safety headwear and footwear
• safety glasses
• respirators
• protective clothing

Consultative processes may involve: • workplace personnel
• supervisors and managers
• customers/clients
• suppliers
• contractors
• union representatives
• industrial relations and OH&S specialists
• other professional or technical staff

Communication in the work area may include: • phone
• fax
• email
• internet
• barcode readers
• oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIV807C Dock boards using computer programmed machinery

Unit Descriptor
This unit involves the skills and knowledge required to dock boards using computer programmed machinery in accordance with workplace procedures and specifications including preparing computer-programmed machinery to dock boards, operating the programmed machinery to dock boards to specifications, monitoring and rectifying the processing operations where necessary, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the docking of boards using computer programmed machinery as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
V – Pallet Operations

ELEMENT
Elements describe the essential outcomes of a unit of competency.

1 Prepare computer programmed machinery to dock boards

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1.1 Appropriate workplace occupational health and safety and other regulatory procedures are followed

1.2 Job requirements regarding sizes and lengths are obtained from standards

1.3 Start-up checks are completed according to workplace standard procedures

1.4 General cross-section, length and condition of boards on conveyor are visually assessed in accordance with workplace quality standards

1.5 Program to cut requirements is selected from a range of available programs

1.6 Program is loaded and machine cycle checked

1.7 Need for new programs is identified and reported to supervisor

1.8 Communication with supervisor and other workers is maintained to ensure efficient work flow
2 Operate programmed machinery to dock boards

2.1 Trial boards are cut to check process and output
2.2 Machinery is operated to dock timber to specification
2.3 Reject boards are identified and directed for waste or recovery
2.4 Faults/problems with materials or componentry are identified and appropriate action is undertaken in accordance with workplace procedures

3 Monitor and rectify the processing operations where necessary

3.1 Dimensions and finish of cut boards are regularly checked in accordance with workplace standard procedures
3.2 Sawing process is adjusted to maintain accurate sizing
3.3 Feed systems are regularly monitored for material flow problems
3.4 Minor feed problems are cleared in accordance with equipment manufacturers instructions
3.5 Characteristics of blunt and damaged saws are recognised and appropriate action is taken to rectify the identified problem in accordance with workplace procedures
3.6 Saw blades are removed and replaced in accordance with workplace procedures
3.7 Work area is regularly cleaned in accordance with workplace procedures

4 Complete operations

4.1 Machine shut-down is conducted according to workplace and manufacturers guidelines
4.2 Boards are relocated to holding area without damage to boards, personnel or equipment
4.3 Waste materials are directed for disposal or recovery
4.4 Production records are completed in accordance with workplace procedures
4.5 Maintenance program (where applicable) is completed and recorded in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations relevant to the docking of boards using computer programmed machinery including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the docking of boards using computer programmed machinery
- Focus of operation of work systems, equipment, management and site operating systems for the docking of boards using computer programmed machinery
- Problems that may occur when docking boards using computer programmed machinery and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the docking of boards using computer programmed machinery and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles

**Required skills:**

- Communicate effectively with others when docking boards using computer programmed machinery
- Read and interpret instructions, procedures, information and signs relevant to the docking of boards using computer programmed machinery
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the docking of boards using computer programmed machinery
- Work collaboratively with others when docking boards using computer programmed machinery
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions when docking boards using computer programmed machinery in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: in a range of work environments by day or night

Customers may be: internal or external

Workplaces may comprise: large, medium or small worksites
Workplace environment may include:

- movement of equipment, goods, products, materials and vehicular traffic

The docking process is conducted:

- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be:

- hardwood or softwood

Docking equipment covers:

- computer controlled docking and trimming saws to which boards are mechanically fed

Equipment may include:

- single or multiple saw positions

Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:

- timber types and species
- timber characteristics
- end condition of the timber

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment
Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff

Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
TLIV907C Dock boards on mechanical feeds

Unit Descriptor
This unit involves the skills and knowledge required to dock boards using mechanical feed systems in accordance with workplace procedures including preparing for docking with mechanical feed, cutting boards on mechanical feed, monitoring and rectifying processing operations, and completing operations in accordance with workplace requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in accordance with regulations and workplace requirements relevant to pallet manufacturing processes.

Work is generally performed under some supervision, within a team/group environment. It involves the application of regulatory requirements and workplace procedures to the docking of boards using mechanical feed processes as part of pallet manufacturing processes in the transport, warehousing, distribution and/or storage industries.

Competency Field
V – Pallet Operations

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for docking with mechanical feed
1.1 Appropriate workplace occupational health and safety and other regulatory procedures are followed
1.2 Job requirements regarding sizes and lengths acceptable for further processing are identified from order forms/workplace standards
1.3 Start-up checks are completed according to workplace procedures
1.4 General cross-section, length and condition of boards on conveyor is visually assessed in accordance with workplace quality standards
1.5 Typical docking/cutting patterns are identified
1.6 Communication with supervisor and other workers is maintained to ensure efficient work flow

2 Cut boards on mechanical feed
2.1 Individual boards are assessed and the optimal docking/cutting pattern is identified
2.2 Boards are positioned and saw(s) operated to produce selected cutting pattern
2.3 Swollen ends of boards are removed
2.4 Cuts are made to required lengths
2.5 Cuts are made to required grade
2.6 Faults/problems with materials or componentry are identified and appropriate action is undertaken in accordance with workplace procedures
2.7 Reject boards are identified and marked or removed

3 Monitor and correct processing
3.1 Feed systems are regularly monitored for material flow problems
3.2 Dimensions and finish of cut boards are regularly checked in accordance with workplace standards
3.3 Characteristics of blunt and damaged saws are recognised
3.4 Saw blades are removed and replaced in accordance with workplace standard procedures
3.5 Area around saw is regularly cleaned in accordance with workplace standard procedure

4 Complete operations
4.1 Machine shut-down is conducted according to workplace and manufacturers guidelines
4.2 Boards are relocated to holding area without damage to boards, personnel or equipment
4.3 Waste materials are directed for disposal or recovery
4.4 Production records are completed in accordance with workplace procedures
4.5 Maintenance program (where applicable) is completed and recorded

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Regulations relevant to the docking of boards using mechanical feed processes including requirements of Australian Standards AS 2858 and AS 2082
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the docking of boards using mechanical feed processes
- Focus of operation of work systems, equipment, management and site operating systems for the docking of boards using mechanical feed processes
- Problems that may occur when docking boards using mechanical feed processes and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Equipment used during the docking of boards using mechanical feed processes and the precautions and procedures that should be followed in its use
- Housekeeping standards and procedures required in the workplace
- Site layout and obstacles
Required skills:

- Communicate effectively with others when docking boards using mechanical feed processes
- Read and interpret instructions, procedures, information and labels relevant to the docking of boards using mechanical feed processes
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the docking of boards using mechanical feed processes
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when docking boards using mechanical feed processes
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when docking boards using mechanical feed processes in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Maintain machinery including saw blade quality and sharpness
- Carry out visual inspection of board quality to Australian Standards AS 2858 and AS 2082
- Identify, select and efficiently and effectively use relevant materials and equipment when docking boards using mechanical feed processes
- Adapt to differences in materials and equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments by day or night
Customers may be: • internal or external
Workplaces may comprise: • large, medium or small worksites
Workplace environment may include: • movement of equipment, goods, products, materials and vehicular traffic
The docking process is conducted:

- as part of manufacture/repair activities with the operator using discretion and judgement within established specifications

Timber may be:

- hardwood or softwood

Docking equipment covers:

- manually controlled docking and trimming saws to which boards are mechanically fed

Equipment may include:

- single or multiple saw positions

Visual assessment may cover the requirements of Australian Standards AS 2858 or AS 2082 and specifically includes:

- timber types and species
- timber characteristics
- end condition of the timber

OH&S requirements include:

- manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- respirators
- protective clothing

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- stationary and moving equipment, parts and materials
- noise, light, energy sources
- electrical equipment
- humidity, air temperature, radiant heat
- debris on floor
- faulty racking
- poorly stacked materials or finished pallets
- faulty equipment

Consultative processes may involve:

- workplace personnel
- supervisors and managers
- customers/clients
- suppliers
- contractors
- union representatives
- industrial relations and OH&S specialists
- other professional or technical staff
Communication in the work area may include:

- phone
- fax
- email
- internet
- barcode readers
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established or standard procedures

Information/documents may include:

- job specifications and workplace operating procedures
- relevant Australian or international standards
- manufacturers specifications for equipment/tools
- supplier and/or client instructions
- quality assurance standards for pallet manufacture
- material safety data sheets (where applicable)
- codes of practice including the National Standards for Manual Handling and the Industry Safety Code
- relevant regulations including the ADG Code
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to pallet manufacture
- Australian Standards AS 2858 and AS 2082
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- licence, patent or copyright arrangements
- ADG Code and regulations
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIW107B  Operate under track protection rules

Unit Descriptor
This unit involves the skills and knowledge required to operate under local track protection rules in accordance with safeworking and regulatory requirements and workplace procedures, including accessing and interpreting information about track protection requirements, carrying out assigned protection and/or work activities, and responding appropriately to safety incidents and abnormal situations within the limits of personal responsibility. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of the relevant track protection rules and requirements to assigned track work activities across a variety of operational contexts within the Australian rail system.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Access and interpret information about track protection requirements
1.1 Information about track protection requirements relevant to work activities is sought and obtained/received in accordance with workplace procedures and the requirements of the relevant safeworking system
1.2 Information about relevant track protection requirements is interpreted and applied to work activities in accordance with workplace instructions

2  Carry out assigned protection and/or work activities
2.1 Assigned protection and/or work activities are carried out together with others in accordance with workplace instructions and safeworking procedures
2.2 Protection system and equipment is constantly reviewed in accordance with workplace procedures to ensure ongoing protection
2.3 Liaison is maintained with relevant authority/personnel to ensure maximum protection is maintained
2.4 Documentation and records required under safeworking rules
are completed in accordance with workplace procedures

3 **Respond appropriately to abnormal situations**

3.1 Abnormal situations, safety incidents and emergencies are identified in accordance with workplace procedures and safeworking regulations

3.2 Identified abnormal situations, safety incidents and emergencies are promptly reported to relevant personnel and action is taken within limits of responsibility in accordance with workplace procedures

3.3 Reports and records of identified abnormal situations, safety incidents and emergencies together with related action taken are completed in accordance with workplace procedures and safeworking rules

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- A general understanding of systems and track protection rules and requirements
- An overview of railway safeworking system requirements
- An understanding of railway safeworking system types
- An awareness of railway safeworking system limitations
- Communication protocols as they relate to the functions of the occupation concerned
- Safeworking rules and protocols as they relate to the work activities concerned
- Rail terminology as defined in the applicable state/territory safeworking system

**Required skills:**

- Communicate effectively with others when operating under track protection rules
- Read and interpret relevant rules, regulations and instructions when operating under track protection rules
- Interpret and follow operational instructions and prioritise work when operating under track protection rules
- Complete documentation applicable when operating under track protection rules
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when operating under track protection rules
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when operating under track protection rules in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may include: • track work carried out in the state/territory concerned and covered by the safeworking system applicable in that state or territory. Work carried out on the Defined Interstate Rail Network is covered by separate competency units and relates to the Code of Practice for the Defined Interstate Rail Network

Operations may be conducted: • by day or night
• in both normal and emergency situations
• under all possible weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve: • exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Terminology and related meanings will be: • as defined within the relevant state/territory safeworking system

Track protection rules will be: • as defined within relevant the state/territory safeworking system

Where applicable, work site safety plans will be: • as defined within the relevant state/territory safeworking system
Equipment may include:

- flags
- detonators
- stands
- stop signs
- speed boards
- whistles
- lamps

Communications equipment may include but is not limited to:

- hand-held or portable equipment
- fixed equipment
- portable equipment belt and harness
- specialised testing facilities

Radio, hand, light and flag commands will be:

- as defined within the relevant state/territory safeworking system

Safety clothing and equipment may include but is not limited to:

- high visibility clothing
- sunscreen and sunglasses
- insect repellent
- safety glasses, headwear, mask, footwear and gloves
- hearing protection
- safety devices
- lighting including strobe lighting
- hand tools

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on the workplace context concerned, documentation/records may include but are not limited to:

- the relevant rules and regulations of the applicable state/territory safeworking system
- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- work orders
- technical instructions
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- local instructions
- safeworking forms
- manufacturers or workplace equipment instructions and operation manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS4292
- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national and state/territory dangerous goods legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIW1209A  Grind rails

Unit Descriptor
This unit involves the skills and knowledge required to grind rail and welds in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, grinding weld and/or weld repair, grinding rail to repair surface defects, and completing all required documentation. This competency relates to the grinding of new welds and weld repairs, wheel burns, rail batter and overflow in plain track. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the grinding of rail and welds as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Determine job requirements
1.1 New welds and weld repairs are located
1.2 Defects relating to wheel burns, rail battering and rail overflow are identified
1.3 Appropriate equipment is selected
1.4 Appropriate repair method and/or profile is selected to ensure completed work will meet specifications
1.5 Site is cleared of obstructions and combustible material

2 Grind weld and/or weld repair
2.1 Rail is ground to profile using approved equipment in accordance with workplace procedures
2.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
2.3 Rail gauge face is ground to match adjacent rail in curves, in accordance with standards and procedures
2.4 Rail profile and vertical and horizontal alignment are measured to ensure compliance with acceptance standards
2.5 Rail surface condition is assessed for compliance with
acceptance standards

3 Grind rail to repair surface defects

3.1 Rail is ground using approved equipment in accordance with workplace procedures
3.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
3.3 Finished surface is checked to ensure compliance with specification

4 Complete documentation

4.1 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the grinding of rail and welds
- Problems that may occur during the grinding of rail and welds, and action that can be taken to report or resolve the problems
- Hazards that may exist during the grinding of rail and welds, and ways of controlling the risks involved
- Acceptance standards for rail profile and surface condition
- Grinding methods and results
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

Required skills:
- Communicate effectively with others when grinding rail and welds
- Read and interpret technical data, drawings, instructions and manuals relevant to the grinding of rail and welds
- Interpret and follow operational instructions and prioritise work when grinding rail and welds
- Complete documentation related to the grinding of rail and welds
- Operate communication equipment to required protocol
- Work collaboratively with others when grinding rail and welds
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when grinding rail and welds in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when grinding rail and welds
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Select and use hand tools, power tools and equipment
- Apply grinding techniques to achieve rail profile and surface condition to meet requirements of standards and procedures

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
- by day or night
- in all weather conditions

**Work may be conducted in:**
- restricted spaces
- exposed conditions
- controlled or open environments

**Work may involve exposure to:**
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

**Type and rate of grinding may vary according to:**
- location
- rail mass or type
- purpose of grinding

**Equipment may include:**
- hand held grinders
- rail profile grinders
- ride on rail profile grinders
- hand tools including gauges, track jacks, spiking hammers and bars

**Measuring equipment may include:**
- straight edge
- electronic straight edge
- profile gauge

**Materials may include:**
- grinding wheels

**Rail types may vary according to:**
- traffic task (head hardened)
Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Communication equipment systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- fire retardant clothing and overgear (aprons, spats etc.)
- face shields
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- track inspection reports
- rail inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying job requirements
  - operating the grinding equipment safely
  - grinding welds and weld repairs using appropriate grinding wheel speed and rate of
TLI07 Transport and Logistics Training Package (Version 3)

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
**TLI07 Transport and Logistics Training Package (Version 3)**

**TLIW1309A  Grind switches and crossings**

**Unit Descriptor**
This unit involves the skills and knowledge required to grind switches and crossings in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, grinding weld and/or weld repair, grinding switches and crossings to repair surface defects, and completing all required documentation. This competency relates to the grinding of weld repairs to switches and crossings, and repairing of surface profile of switches and crossings in service. Licensing or certification requirements are not applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the grinding of switches and crossings as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
W – Carrying Out Operations on Equipment and Systems

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Determine job requirements</td>
<td>1.1 Weld repairs are located</td>
</tr>
<tr>
<td></td>
<td>1.2 Defects relating to rail surface profile and condition in switches and crossings are identified</td>
</tr>
<tr>
<td></td>
<td>1.3 Appropriate equipment is selected</td>
</tr>
<tr>
<td></td>
<td>1.4 Appropriate repair method and/or profile is selected to ensure completed work will meet specifications</td>
</tr>
<tr>
<td></td>
<td>1.5 Site is cleared of obstructions and combustible material</td>
</tr>
<tr>
<td>2 Grind weld repair</td>
<td>2.1 Switch or crossing is ground to nominated profile after installation or welded repair using approved equipment in accordance with workplace procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Grinding equipment is operated safely in accordance with OH&amp;S and environmental requirements</td>
</tr>
<tr>
<td></td>
<td>2.3 Switch or crossing profile and alignment are measured to ensure compliance with acceptance standards</td>
</tr>
<tr>
<td></td>
<td>2.4 Rail surface condition is assessed for compliance with</td>
</tr>
</tbody>
</table>
acceptance standards

3 Grind switch or crossing to repair surface defects

3.1 Switch or crossing is ground using approved equipment in accordance with workplace procedures
3.2 Grinding equipment is operated safely in accordance with OH&S and environmental requirements
3.3 Finished surface is checked to ensure compliance with acceptance standards

4 Complete documentation

4.1 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the grinding of switches and crossings
- Problems that may occur during the grinding of switches and crossings, and action that can be taken to report or resolve the problems
- Hazards that may exist when grinding switches and crossings, and ways of controlling the risks involved
- Acceptance standards for switch and crossing profile and surface condition
- Grinding methods and results
- Relevant communication systems and procedures
- Authorisation/Approval processes and procedures
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when grinding switches and crossings
- Read and interpret technical data, drawings, instructions and manuals relevant to the grinding of switches and crossings
- Interpret and follow operational instructions and prioritise work when grinding switches and crossings
- Complete documentation related to the grinding of switches and crossings
- Operate communication equipment to required protocol
- Work collaboratively with others when grinding switches and crossings
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when grinding switches and crossings in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when grinding switches and crossings
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Select and use hand tools, power tools and equipment
- Apply grinding techniques to achieve switch and crossing profile and surface condition to meet required standards and procedures

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
- by day or night
- in all weather conditions

**Work may be conducted in:**
- restricted spaces
- exposed conditions
- controlled or open environments

**Work may involve exposure to:**
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

**Type and rate of grinding may vary according to:**
- location
- rail mass or type
- switch type
- crossing type
- crossing material
- purpose of grinding

**Equipment may include:**
- hand held grinders
- rail profile grinders
- hand tools including gauges, track jacks, spiking hammers and bars
- fume extraction equipment for grinding manganese crossings

**Measuring equipment may include:**
- straight edge
- electronic straight edge
- profile gauge
Materials may include:
- grinding wheels

Liaison may include:
- internal or external personnel from other work areas (e.g. train controllers, electricians)

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications equipment may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on work context and crossing material, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- fire retardant clothing and overgear (aprons, spats etc)
- face shields
- portable radios/mobile phones
- hand lamps
- flags
- protective equipment for grinding manganese crossings
- fire fighting equipment
- safety devices
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- rail inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - determining job requirements
  - safely operating grinding equipment
  - grinding weld repairs using appropriate grinding wheel speed and rate of metal removal
o grinding switches and crossings to repair surface defects
o completing documentation correctly

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIW1409A Weld rail using electric welding process

Unit Descriptor
This unit involves the skills and knowledge required to weld rails, crossings or switches using an electric welding process in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes preparing rails, crossings or switches for welding; setting up welding equipment; performing the welding operation; checking weld conformance; and completing required documentation. These processes are used to repair rail surface defects and restore rail profile to plain rail, crossings and switches. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the welding of rail using an electric welding process as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare rails, crossings or switches for welding
1.1 Weld repair area is identified and assessed in accordance with standards and procedures
1.2 Welding equipment and consumables are prepared and checked for serviceability
1.3 Weld repair area is prepared for welding in accordance with workplace standards and procedures
1.4 Track components are assembled/aligned to specification where required

2 Assemble and set up welding equipment
2.1 Welding machine settings are adjusted to meet welding process requirements
2.2 Accessories and consumables are selected for use
2.3 Welding equipment is assembled and set up for welding

3 Perform welding operation

3.1 Weld metal is applied to repair area to meet specification in accordance with standards and procedures
3.2 Welded area is cleaned in preparation for grinding

4 Check weld conformance

4.1 Finish ground weld area is visually inspected for surface finish and defects
4.2 Finish ground weld area is checked for conformance to rail/crossing/switch profile acceptance standards

5 Complete post-operative checks and documentation

5.1 Welding equipment is checked for serviceability
5.2 Defective equipment is replaced
5.3 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the welding of rail using an electric welding process
- Problems that may occur during the welding of rail using an electric welding process, and action that can be taken to report or resolve the problems
- Hazards that may exist during the welding of rail using an electric welding process, and ways of controlling the risks involved
- Fundamentals of track and components
- Track standards for rail, crossing and switch condition and surface profile
- Acceptance standards for weld repairs on rail
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

Required skills:
- Communicate effectively with others when welding rail using an electric welding process
- Read and interpret technical data, drawings, instructions and manuals relevant to the welding of rail using an electric welding process
- Interpret and follow operational instructions and prioritise work when welding rail using an electric welding process
- Complete documentation related to the welding of rail using an electric welding process
- Operate communication equipment to required protocol
- Work collaboratively with others when welding rail using an electric welding process
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when welding rail using an electric welding process in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events when welding rail using an electric welding process
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment
- Select and use hand tools, power tools and equipment

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve exposure to:
- chemicals
- dangerous or hazardous substances
- movements of equipment, goods and vehicles

Types of weld repairs may vary according to:
- welding process location
- rail mass or type
- crossing and switch type
- rail, switch and crossing material

Welding process may include:
- flux core arc welding
- manual metal arc welding

Welding equipment may include:
- electric welders
- generators
- wirefeed welding unit
- electrode holder
- robotic welder
Equipment may include:

- mechanical handling/lifting equipment
- hand tools including impact wrenches, tie tampers, gauges, track jacks, spiking hammers and bars
- wire brushes
- rail thermometers and/or 'thermomelt' crayons
- cutting and boring equipment
- fastening equipment
- fume extraction equipment for use with welding manganese

Materials may include:

- flux core wire
- welding electrodes

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, electricians)

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Communications equipment may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the work context, safety and personal protective equipment may include:

- high visibility clothing
- long pants and shirts
- hearing protection
- long gloves
- spats
- sunscreen
- sunglasses
- welding helmet
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices
- special PPE when welding manganese
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- rail inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - preparing items for welding according to workplace requirements
  - assembling and setting up welding equipment and preparing consumables
  - performing welding operation on rails,
crossings or switches
o ensuring weld conformance to workplace requirements
o completing documentation in accordance with workplace requirements

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIW1509A  Weld rail using aluminothermic welding process

Unit Descriptor
This unit involves the skills and knowledge required to weld rail using the aluminothermic welding process in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing and planning the welding method, preparing the rail for aluminothermic welding, carrying out the welding process in accordance with workplace requirements, checking weld conformance, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to weld rail using the aluminothermic welding technique as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Prepare and plan welding method

1.1 Work requirements are determined to identify scope of work and resources required
1.2 Welding equipment and consumables are prepared and checked for serviceability
1.3 Site is cleared of obstructions and combustible material to minimise risk of accidents and fire
1.4 Fire fighting and other safety equipment is organised, checked and located in accordance with required regulations
1.5 Personnel are briefed about safety precautions specific to aluminothermic welding as required to minimise risk of injury
2 Prepare rail for welding

2.1 Location of weld is identified and assessed in accordance with standards and procedures
2.2 Track is prepared for welding in accordance with workplace standards and procedures
2.3 Rail is prepared for welding in accordance with workplace standards and procedures

3 Carry out welding process

3.1 Moulds are fitted and luted to standard to prevent leakage of the molten reaction
3.2 Rails are pre-heated to standard to prevent heat loss
3.3 Rails are welded using aluminothermic method in accordance with approved procedures
3.4 Welding equipment is removed according to approved procedures
3.5 Excess material is removed from weld in accordance with workplace procedures
3.6 Rail profile is restored to standard using rail profile grinder in accordance with workplace procedures
3.7 Arrangements are made for track to be restored

4 Check weld conformance

4.1 Finish ground weld area is visually inspected for surface finish and defects
4.2 Finish ground weld area is checked for conformance to rail profile and geometry acceptance standards

5 Complete documentation

5.1 Required documentation and/or records are completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the welding of rail using the aluminothermic technique
- Problems that may occur during the welding of rail using the aluminothermic technique, and action that can be taken to report or resolve the problems
- Hazards that may exist during the welding of rail using the aluminothermic technique, and ways of controlling the risks involved
- Contents of relevant workplace technical manuals and instructions
- Characteristics of plant and equipment, hardware and components used in welding activities
- Impact on work activities of regulatory requirements
- Impact of other work activities on welding integrity
- Workplace documentation requirements
Site inspection techniques

**Required skills:**
- Communicate effectively with others when welding rail using the aluminothermic process
- Read and interpret technical data, drawings, instructions and manuals relevant to the welding of rail using the aluminothermic process
- Interpret and follow operational instructions and prioritise work when welding rail using the aluminothermic process
- Complete documentation related to the welding of rail using the aluminothermic process
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when welding rail using the aluminothermic process
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when welding rail using the aluminothermic process in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Carry out required welding operations
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Check compliance between work and job specifications
- Implement fire control procedures
- Select and use required personal protective equipment
- Identify, select and use hand and portable power tools

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
- by day or night
- in all weather conditions

**Work may be conducted in:**
- restricted spaces
- exposed conditions
- controlled or open environments
Work may involve:
- hazards to eyes
- heat hazards
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Resources may include:
- rail tensor
- hand tools (hot axe, hammer)
- wedges
- straight edge
- rail shears
- rail friction saw
- rail profile grinder, angle grinder
- welding equipment
- electric generator
- gas heating/cutting equipment

Welding processes may include:
- Thermit Australia welding processes (i.e. SkV-Elite, SKVF, SMWF, SKVL)
- Railtech welding processes (i.e. PLK CJ, WG68 X CJ)
- other approved welding processes

Weld types may include:
- standard gap (short preheat)
- standard gap (long preheat)
- wide gap
- junction

Consumables may include:
- welding materials as required
- rail jewellery (plates, dogspikes, etc.)
- gases (oxy, acetylene, propane)
- closure rails

Safety hazards may include:
- fire risk
- poor weather
- eye damage
- burns
- rail tensor failure (broken pins etc.)
- welding rail in electrified territory
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, other track gangs)

Communications systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on the work context, safety and personal protective equipment may include:

- high visibility clothing
- fire retardant overalls or long sleeved shirts and long pants
- hearing protection
- gauntlet type gloves
- sunscreen
- sunglasses
- welding goggles
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Information may be provided:

- electronically
- in writing, via forms/documents
- orally, via face-to-face communications
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- welding records
- track inspection reports
- timekeeping records
- incident reporting data
- maintenance specifications
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- electrified territory regulations
- relevant fire regulations

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
- Planning and preparing for welding method
- Preparing rail for welding
- Using appropriate type or types of welding processes
- Checking weld for conformance
- Completing documentation correctly
- Successfully performing a minimum of 10 welds

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and equipment, and
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through appropriate activities in a simulated environment, and/or
  - In an appropriate range of situations in the workplace
TLIW1609A  Weld rail using flashbutt welding process

Unit Descriptor
This unit involves the skills and knowledge required to weld rail using the flashbutt welding process in accordance with safeworking and regulatory requirements and workplace procedures. It includes performing pre-operational and post-operational equipment checks, preparing rail for welding, carrying out the flashbutt welding in accordance with workplace requirements, checking weld conformance, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to weld rail using the flashbutt welding process as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT
Elements describe the essential outcomes of a unit of competency.

1 Perform pre-operational equipment checks

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1.1 Detailed pre-operational equipment checks are conducted as per manufacturers specifications and/or local maintenance schedules

1.2 Deficiencies with equipment are identified and rectified in accordance with workplace procedures

1.3 Relevant persons are notified of problems and documentation is completed

2 Prepare rail for welding

2.1 Weld location is checked to confirm suitability for welding in accordance with workplace standards

2.2 Track preparation for welding is arranged (if required) in accordance with workplace procedures and standards

2.3 Rail ends are prepared for welding in accordance with
workplace procedures and standards

3 Carry out flashbutt welding

3.1 Flashbutt welding equipment is prepared for use
3.2 Flashbutt welding unit is clamped to rail ensuring accurate alignment
3.3 Equipment is operated in accordance with machine operation instructions and workplace procedures to achieve appropriate quality standard
3.4 Warning systems are monitored and responded to appropriately during operation to maintain correct functionality of equipment
3.5 Track restoration is arranged (where required) in accordance with workplace procedures and standards
3.6 Weld is profile-ground to ensure smooth running surface in accordance with workplace procedures and standards

4 Check weld conformance

4.1 Finished ground weld area is visually inspected for surface finish and defects
4.2 Finished ground weld area is checked for conformance to rail profile and geometry acceptance standards

5 Perform post-operational equipment checks

5.1 Post-operational equipment checks are conducted in accordance with manufacturers specifications or local maintenance schedules to identify defects and maintenance requirements
5.2 Deficiencies with equipment are identified and rectified in an appropriate manner to maintain correct functionality of equipment
5.3 Relevant persons are notified of problems and/or documentation is completed in accordance with instructions and the relevant codes of practice

6 Complete documentation

6.1 Required documentation and/or recording is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the operation of flashbutt welding equipment
- Workplace procedures for the welding of rail using the flashbutt welding process
- Problems that may occur during use of the flashbutt welding process and equipment, and action that can be taken to report or resolve the problems
• Hazards that may exist during welding of rail using the flashbutt welding process, and ways of controlling the risks involved
• Basic technical knowledge relevant to flashbutt welding
• Rail welding standards
• Emergency procedures
• Characteristics of relevant plant and equipment, transport, structures, hardware and components used in work activities
• Materials identification, handling and storage
• Hazardous situations and related personal protection measures
• Relevant recording and documentation procedures

Required skills:
• Communicate effectively with others when welding rail using the flashbutt welding process
• Read and interpret instructions, procedures, route information and signs relevant to welding of rail using the flashbutt welding process and equipment
• Interpret and follow operational instructions and follow scheduled work process when welding rail using the flashbutt welding process
• Complete documentation related to work activities
• Operate communication equipment to required protocol
• Work collaboratively with others when welding rail using the flashbutt welding process
• Promptly report and/or rectify any identified problems, faults or malfunctions when welding rail using the flashbutt welding process in accordance with regulatory requirements and workplace procedures
• Plan the scheduled work including predicting consequences and identifying improvements
• Implement contingency plans for unexpected events when using the flashbutt welding process and equipment
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Carry out required welding operations
• Select and use relevant hand and portable power tools
• Handle rail safely
• Check compliance between work and job specifications
• Implement required fire control procedures
• Select and use required personal protective equipment
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Operate flashbutt welding equipment (for which certificated and licensed)
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all possible weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Flashbutt welding equipment may include:
- rail mounted flashbutt welders
- stationary flashbutt welders used in field

Equipment may include:
- rail tensor
- welding records
- rail shears
- timekeeping records
- rail profile grinder, angle grinder
- incident reporting data
- electric generator
- track inspection reports
- gas heating/cutting equipment
- welding equipment
- rail friction saw
- hand tools

Safety hazards may include:
- fire risk
- poor weather
- rail tensor failure (broken pins etc.)
- flash damage to eyes
- burns

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Communications equipment may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on the work context, safety and personal protective equipment may include:

- high visibility clothing
- fire retardant overalls or long sleeved shirt and long pants
- hearing protection
- gauntlet type gloves
- sunscreen
- welding goggles
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements
- relevant fire regulations

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers)

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - ensuring equipment is operating correctly
  - preparing equipment for operation
  - operating equipment correctly
  - checking finished welds for conformance
  - completing documentation/records correctly
  - successfully performing a minimum of 25 welds

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies
and/or other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLI207B Coordinate and manage track protection

Unit Descriptor
This unit involves the skills and knowledge required to coordinate and manage track protection in accordance with safeworking and regulatory requirements and workplace procedures, including planning and establishing track protection, monitoring and withdrawing track protection, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed with some supervisory or leadership responsibility, generally within a team environment.

It involves the application of the relevant safeworking rules and regulations requirements to the coordination and management of track protection as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT PERFORMANCE CRITERIA

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan track protection
1.1 Job requirements are established to determine track protection needs
1.2 Relevant personnel are contacted and informed as required
1.3 Documentation is completed following workplace procedures to comply with relevant safeworking system

2 Establish track protection
2.1 Equipment is checked for availability and capability to perform job
2.2 Track protection system is established in accordance with relevant safeworking system

3 Monitor track protection
3.1 Protection system and equipment is constantly reviewed for compliance with standards/regulations to ensure ongoing protection
3.2 Relevant authority/personnel are liaised with as required to ensure maximum protection is maintained
4 Withdraw track protection

4.1 Relevant authority/personnel are informed of status of track protection to facilitate protection withdrawal
4.2 Relevant documentation is completed and track protection withdrawn
4.3 Equipment and personnel are removed in a safe manner
4.4 Equipment is secured and stored in an appropriate manner

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
• Relevant OH&S and environmental procedures and regulations
• A general understanding of railway safeworking systems and track protection rules and requirements
• An overview of railway safeworking system requirements
• An understanding of railway safeworking system types
• An awareness of railway safeworking system limitations
• Communication protocols as they relate to the functions of the occupation concerned
• Safeworking rules and protocols as they relate to the work activities concerned
• Rail terminology as defined in the applicable state/territory safeworking system
• Action to be taken in the event of safety incidents, identified unsafe situations and emergencies within the limits of responsibility of the occupation concerned

Required skills:
• Communicate effectively with others when coordinating and managing track protection
• Read and interpret relevant rules, regulations and work instructions relevant to coordinating and managing track protection
• Interpret and follow operational instructions and prioritise work when coordinating and managing track protection
• Complete documentation related to coordinating and managing track protection
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when coordinating and managing track protection
• Supervise and provide leadership to others
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating and managing track protection in accordance with regulatory requirements and workplace procedures
• Plan and organise work activities including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Coordinate and ensure compliance between work and track protection rules and relevant safeworking regulations
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may include:
- track work carried out in the state/territory concerned and covered by the safeworking system applicable in that state or territory. Work carried out on the Defined Interstate Rail Network is covered by separate competency units and relates to the Code of Practice for the Defined Interstate Rail Network

Operations may be conducted:
- by day or night
- in both normal and emergency situations
- under all possible weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Track protection rules will be:
- as defined within relevant state/territory safeworking system

Equipment may include:
- flags
- detonators
- stands
- stop signs
- speed boards
- whistles
- lamps
Locations may include:

- track on or near curves
- grades
- cuttings
- tunnels
- low visibility areas
- electrified areas

Scope of work will cover:

- the type, size and duration of work

Communications equipment may include but is not limited to:

- hand-held or portable equipment
- fixed equipment
- portable equipment belt and harness
- specialised testing facilities

Radio, hand, light and flag commands will be:

- as defined within the relevant state/territory safeworking system

Safety clothing and equipment may include but is not limited to:

- high visibility clothing
- sunscreen and sunglasses
- insect repellent
- safety glasses, headwear, mask, footwear and gloves
- hearing protection
- safety devices
- lighting including strobe lighting
- hand tools

Relevant personnel may include:

- team members
- supervisors/managers
- train controllers
- safeworking personnel
- hand signallers

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Depending on the workplace context concerned, documentation/records may include but are not limited to:

- the relevant rules and regulations of the applicable state/territory safeworking system
- instructions of relevant rail authorities concerning rail safety and operations
- workplace procedures, policies and work instructions
- work orders
- technical instructions
- worksite safety plan (where applicable)
- Emergency Response Plan (ER Plan) and emergency procedure manuals
- train running information (TRI)
- train notices
- local instructions
- safeworking forms
- manufacturers or workplace equipment instructions and operation manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS4292
- relevant state/territory OH&S regulations
- state, federal or territory environmental protection legislation
- conditions of service, legislation and industrial agreements, including workplace agreements and awards
- relevant national and state/territory dangerous goods legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
o relevant legislation and workplace procedures
o other relevant aspects of the range statement

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and/or
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through appropriately simulated activities at the registered training organisation, and/or
  o in an appropriate range of situations in the workplace
**TLIW507B**  
**Perform direct burial of cables**

**Unit Descriptor**

This unit involves the skills and knowledge required to perform the direct burial of cables in accordance with safeworking and regulatory requirements and workplace procedures including preparing the site, excavating the trench, preparing for directional boring, preparing the cable for installation, hauling and installing the cable, carrying out required tests, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**

This unit contains employability skills.

**Application of the Unit**

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment.

It involves the application of operational principles and procedures to perform the direct burial of cables as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

**Competency Field**

W – Carrying Out Operations on Equipment and Systems

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare site** | 1.1 Proposed cable route is planned and documented after identifying existing below-ground services in preparation for trench excavation  
1.2 Vegetation and other surface obstructions are removed and cable route is pegged out  
1.3 Resources, including tools, equipment and specialised cable-laying equipment are identified ready for use |
| **2 Excavate trench** | 2.1 Stable excavation is carried out using excavating equipment in accordance with planned cable route, and trench is shored up where necessary to prevent unwanted subsidence  
2.2 Excavation site is made safe through the erection of barriers and appropriate warning signs and bunting |
3 Prepare for directional boring

3.1 Site survey data is reviewed to determine suitable directional boring locations

3.2 Sites such as railway lines, drains, creeks and obstructions are assessed to provide detailed information for directional boring activities

3.3 Signs, barriers and bunting are erected to ensure site safety prior to directional boring activities

4 Prepare cable for installation

4.1 Cable to be installed is checked against specifications to ensure correct cable is installed

4.2 Operational readiness of all tools and lifting equipment is verified to ensure efficient installation of cable

4.3 Cable ends are prepared for hauling to ensure entire length of cable is efficiently installed without any cable damage

5 Haul cable

5.1 Cable-hauling equipment is checked and placed in correct hauling position, ensuring that winches, rollers and cable stockings are suitable for cable-hauling as per relevant specifications

5.2 Cable is hauled and placed into trench, ensuring that cable-hauling equipment operates within specifications and cable is installed without damage

6 Install cable

6.1 Earth conductors are fitted as per specifications and protective cable cover is fitted prior to compacting the backfill in the trench

6.2 Erosion prevention procedures are applied and trench and joint markers are installed

6.3 Signal and telecommunications are separated to ensure compliance with AUSTEL regulations

7 Test cables and document results

7.1 Cable ends are prepared for testing and testing procedures are applied using specified test equipment to confirm the cable circuit

7.2 Test results and as-laid cable plans are documented and distributed to appropriate personnel for recording or further action

7.3 Site works are completed and condition of site is reinstated to organisations requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the direct burial of cables
- Problems that may occur during the direct burial of cables and action that can be taken to report or resolve the problems
- Hazards that may exist during the direct burial of cables and ways of controlling the risks involved
- Basic electrical theory relevant to cable burial and installation
- Clearances and locations from other services
- Support methods
- Cabling hauling techniques
- Types of cables
- Relevant Australian Standards including AS 4292, 3000 and relevant Austel standards TS 008, TS 009, and associated regulations
- Relevant building standards and regulations
- Common cable installation practices
- Characteristics of equipment, materials and tools, and procedures and precautions for their use
- Trench shoring and excavation practices
- Hazardous situations and related personal protection measures
- Relevant recording and documentation procedures

**Required skills:**
- Communicate effectively with others when carrying out the direct burial of cables
- Read and interpret technical data, drawings, plans and instructions relevant to the direct burial of cables
- Interpret and follow operational instructions and prioritise work when carrying out the direct burial of cables
- Complete documentation related to the direct burial of cables
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when carrying out the direct burial of cables
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out the direct burial of cables in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Carry out relevant cable tests
- Check compliance between work and job specifications
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
  - by day or night
  - in all possible weather conditions

Work may be conducted in:  
  - restricted spaces
  - exposed conditions
  - controlled or open environments

Work may involve:  
  - exposure to chemicals, and dangerous or hazardous substances
  - movements of equipment, goods and vehicles

Type of cable may include:  
  - underground rated and approved copper
  - optical fibre
  - co-axial

Cable installation equipment may include:  
  - spools
  - drums
  - feeders
  - slippers
  - hauling eyes
  - jinker
  - forklift
  - crane
  - cable cover strips or protection straps as per relevant specifications
Site safety hazards may include:
- dangerous gases
- water
- soil
- guards
- barricades
- lanterns
- removal and placement of enclosure covers
- handling of jelly-filled cables

Safety equipment may include:
- witches hats
- flashing lights
- trench guards
- warning signs and tapes
- gas detector

Preparation may include:
- trenching by:
  - hand
  - plant
  - excavator
  - backhoe
- boring, including:
  - directional compaction
  - wet boring
  - sleeve boring

Hauling feeders may include:
- rod
- rope
- air pressure
- attachments such as stockings (mesh), splicing and hauling eye

Earth conductors may include:
- stainless steel or copper as per relevant specifications

Hauling methods may include:
- hand winch (hand and mechanical) using safety devices such as guards, slippers and two-way radios

Methods of sealing ends may include:
- shrink-end caps
- self-amalgamating tape

Installation requirements and constraints may include:
- site conditions
- condition of enclosures and pipe
- availability of cable size and type

Communications equipment may include:
- two-way radios, and/or
- telephones
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Depending on the work context, safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- gumboots
- portable radios

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- AUSTEL Technical Standards TS 008, TS 009
- AUSTEL Customer Premises Cabling Manual
- appropriate licences or certificates of competency (winch and/or crane, forklift)
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292, AS 2865 and AS 3000
- relevant Austel standards and regulations
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- ADG Code and associated requirements

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the
workplace
TLIW607B Operate computerised mail and parcels sorting equipment

Unit Descriptor
This unit involves the skills and knowledge to operate computerised mail and parcels sorting equipment in accordance with workplace requirements including setting up mail and parcels sorting equipment for operation, operating the equipment in accordance with workplace procedures, and completing the sorting process for mail and parcels as required. The process includes containerising processed mail and parcels for transfer to the next processing or distribution point. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or out-station environment.

Work involves the application of workplace procedures and regulatory requirements to the operation of computerised mail and parcels sorting equipment as part of work activities in the postal and allied industries.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Set up mail and parcels sorting equipment for operation

1.1 Individual and work team priorities and responsibilities are identified and confirmed

1.2 All OH&S and environment protection procedures and requirements for the relevant mail and parcels sorting equipment are identified, accessed and applied

1.3 The availability of mail and parcels to be sorted is identified and confirmed

1.4 The appropriate equipment configuration and sort plan is identified, accessed and applied

1.5 Mail and parcels to be sorted are transferred to sorting point

1.6 Labels for identifying the destination of mail are created and affixed to trays

2 Operate mail and parcels sorting

2.1 Internal operating procedures and equipment operating procedures are applied
2.2 Mail and parcels are sorted accurately and correctly in compliance with priority for sorting
2.3 Mail and parcels are handled safely to minimise risk of injury to people and damage to mail and parcels and processing equipment
2.4 Mail and parcels that are incorrectly classified and non-conforming items are identified, separated and re-processed
2.5 Mail and parcels that have been sorted to their correct destination are placed in appropriate mail container for distribution

3.1 Mail and parcels stackers/containers/bags are cleared down, sealed and labelled in accordance with workplace procedures
3.2 Mail and parcels are transferred to next sorting point using appropriate shifting equipment, and labels are scanned as required
3.3 Information required to complete records of mail and parcels processed is provided and recorded
3.4 Excess equipment is removed and work area is prepared for next activity/shift

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the operation of computerised mail and parcels sorting equipment
- Focus of operation of work systems, equipment, management and site operating systems for the operation of computerised mail and parcels sorting equipment
- Problems that may occur when operating computerised mail and parcels sorting equipment and appropriate action that can be taken to resolve/avoid the problems
- Requirements of automated mail processing systems, operations and relevant equipment
- Hazards that may occur during the operation of computerised mail and parcels sorting equipment and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:
- Communicate effectively with others when operating computerised mail and parcels sorting equipment
- Read and interpret instructions, procedures, information and labels relevant to the operation of computerised mail and parcels sorting equipment
• Interpret and follow operational instructions and prioritise work when operating computerised mail and parcels sorting equipment
• Interpret and apply relevant agreements, codes of practice or other legislative requirements
• Complete documentation related to the operation of computerised mail and parcels sorting equipment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when operating computerised mail and parcels sorting equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur operating computerised mail and parcels sorting equipment in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Identify, select and use relevant equipment, processes and procedures when operating computerised mail and parcels sorting equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:
• in a range of work environments
• by day or night

Workplaces may comprise:
• large, medium or small worksites

Operations may include:
• shiftwork

Customers may be:
• internal or external

Hazards may include:
• vehicular traffic and pedestrians
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
• lighting conditions
• machinery/equipment moving parts
• noise
Weighing devices may be:
• mechanical
• automated
• weighbridge

Work priorities may be communicated through:
• briefings
• noticeboards
• announcements

Equipment may include:
• mail trays, tubs and bags
• multi-line OCR
• AEG OCR
• bar code sorter
• flat sorting machine
• large parcels sorting machine
• small parcels sorting machine
• large letters sorting machine
• flat mail OCR
• scanners
• tipping belt
• pallet jack/maverick
• powered lifters
• kingfishers
• scales
• Unit Load Devices (ULDs) and Wheeled Unit Load Devices (WULDs)
• Vertical Sorting Frame (VSF) and Vertical Sorting Divisions (VSDs)
• ULD tipper
• conveyor belts
• strapping machine

Personal protective equipment may include:
• gloves
• safety headwear and footwear
• safety glasses
• two-way radios
• protective clothing
• high visibility clothing
Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- sorting system information including:
  - postcode book, national sort plan and state sort plan
  - postal guide
  - international postcode directory
  - label charts
- mail identification numbers, codes and labels
- manifests, consignment notes, bar codes, mail and container identification
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances,
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
o through appropriately simulated activities at the registered training organisation, and/or
o in an appropriate range of situations in the workplace
TLI707B | Code and coordinate video-coding operations

Unit Descriptor
This unit involves the skills and knowledge required to code and coordinate video-coding operations in accordance with workplace requirements including preparing to video-code mail, video-coding the mail, resolving any problems that may arise with the video-coding process, and completing the video-coding process as required. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to video-coding and the coordination of video-coding operations as part of work activities in the postal and allied industries.

Competency Field
W – Carrying Out Operations on Equipment and Systems

ELEMENT | PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to video-code mail
1.1 Individual work priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace are identified, accessed and applied
1.3 Work station equipment is located, accessed and adjusted to meet ergonomic requirements
1.4 Access to video-coding system is obtained and 'online' status is achieved

2 Video-code mail
2.1 Access and ensure mail images are being received from MLOCR
2.2 Liaise with MLOCR operators to ensure the correct mail mix is being provided by MLOCR
2.3 Using keyboard, process or direct the processing of mail images from MLOCR using data provided in specific coding modes
2.4 Performance is monitored and issues or requirements are addressed
3 **Resolve problems with video-coding process**

3.1 Problems with MLOCR inputs and/or software are identified, assessed and resolved

3.2 Advice is provided to appropriate personnel regarding MLOCR malfunctions

4 **Complete video-coding process**

4.1 Access to the video-coding system is terminated and log-off procedures completed

4.2 Extended term shut-down procedures are applied

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of video-coding and the coordination of video-coding operations
- Focus of operation of work systems, equipment, management and site operating systems for video-coding and the coordination of video-coding operations
- Problems that may occur during video-coding operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of automated mail processing systems, operations and relevant equipment
- Hazards that may occur during video-coding operations and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

**Required skills:**

- Communicate effectively with others when conducting video-coding and coordinating video-coding operations
- Read and interpret instructions, procedures, information and labels relevant to video-coding operations
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Interpret and follow operational instructions and prioritise work when conducting video-coding and coordinating video-coding operations
- Complete documentation related to the conduct of video-coding and the coordination of video-coding operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting video-coding and coordinating video-coding operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting video-coding and coordinating video-coding operations in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Identify, select and use relevant equipment, processes and procedures for video-coding operations

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:  
• in a range of work environments
• by day or night

Workplaces may comprise:  
• large, medium or small worksites

Operations may include:  
• shiftwork

Customers may be:  
• internal or external

Hazards may include:  
• vehicular traffic and pedestrians
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
• lighting conditions
• machinery/equipment moving parts
• noise

Weighing devices may be:  
• mechanical
• automated
• weighbridge

Work priorities may be communicated through:  
• briefings
• noticeboards
• announcements
Equipment may include:

- supervisor's console
- video-coding desk
- Operator Support Devices (OSDs)
- computer hardware
- keyboard/mouse

Personal protective equipment may include:

- gloves
- safety footwear
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace polices, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- performance assessment and analysis information
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures
Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at
the registered training organisation, and/or

- in an appropriate range of situations in the workplace
UnitDescriptor
This unit involves the skills and knowledge required to carry out culler facer canceller (CFC) operations in accordance with workplace requirements including preparations to use the CFC machine and completing all CFC operations to attain and maintain optimum performance of the culling, facing and cancelling processes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

EmployabilitySkills
This unit contains employability skills.

ApplicationoftheUnit
Work must be carried out in compliance with the regulations and workplace requirements pertaining to the processing of mail and parcels.

Work is normally performed under general supervision, usually in a team or outstation environment. It involves the application of workplace procedures and regulatory requirements to the conduct of culler facer canceller (CFC) operations as part of work activities in the postal and allied industries.

CompetencyField
W – Carrying Out Operations on Equipment and Systems

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCECRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to use CFC machine
1.1 Individual and work team priorities and responsibilities are identified and confirmed
1.2 All OH&S and environment protection procedures and requirements for the workplace, including housekeeping, are identified, accessed and applied
1.3 Mail to be processed is transferred to processing point and culled as necessary
1.4 Mail is handled and machinery/equipment operated safely to minimise risk of injury to people and damage to mail or machinery

2 Complete CFC operations
2.1 Culled mail is loaded into CFC according to workplace procedures
2.2 Reject mail from CFC process is processed manually by sorting or hand stamping
2.3 Cancelled mail is transferred to next process point
2.4 Information required to complete records of mail processed is provided and recorded at times specified in workplace procedures
2.5 Machine is checked and loose letters are removed at conclusion of process
2.6 Excess equipment is removed and work area is prepared for next activity/shift

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Australian and international codes and regulations relevant to mail operations
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the conduct of culler facer canceller (CFC) operations
- Focus of operation of work systems, equipment, management and site operating systems for the conduct of culler facer canceller (CFC) operations
- Problems that may occur when carrying out culler facer canceller (CFC) operations and appropriate action that can be taken to resolve/avoid the problems
- Requirements of automated mail processing systems, operations and relevant equipment
- Hazards that may occur when carrying out culler facer canceller (CFC) operations and ways of controlling the risks involved
- Site layout
- Relevant personal protective equipment and procedures for its use

Required skills:
- Communicate effectively with others when conducting culler facer canceller (CFC) operations
- Read and interpret instructions, procedures, information and labels relevant to the conduct of culler facer canceller (CFC) operations
- Interpret and apply relevant agreements, codes of practice or other legislative requirements
- Interpret and follow operational instructions and prioritise work when conducting culler facer canceller (CFC) operations
- Complete documentation related to the conduct of culler facer canceller (CFC) operations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting culler facer canceller (CFC) operations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when conducting culler facer canceller (CFC) operations in accordance with regulatory requirements and workplace procedures
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Identify, select and use relevant equipment, processes and procedures when carrying out culler facer canceller (CFC) operations

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted: • in a range of work environments
• by day or night

Workplaces may comprise: • large, medium or small worksites

Operations may include: • shiftwork

Customers may be: • internal or external

Hazards may include: • vehicular traffic and pedestrians
• dust and vapours
• hazardous or dangerous materials
• humidity, air temperature
• lighting conditions
• machinery/equipment moving parts
• noise

Weighing devices may be: • mechanical
• automated
• weighbridge

Work priorities may be communicated through: • briefings
• noticeboards
• announcements
Equipment may include:

- CFC / Letter Preparation Lines (LPLs)
- BT lifters
- chairs
- kingfishers
- bags
- bag frames
- bag hoist
- bins
- tub/tray holder
- trolleys
- plastic and cardboard trays
- face up area frame
- knife
- gloves
- rakes
- needle stick holder (biological hazard container)
- hand stamps and table
- reject baskets
- out of course (OOC) stickers
- labels (TMS)
- Unit Load Devices (ULDs) and Wheeled Unit Load Devices (WULDs)
- ULD tippers

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- protective clothing
- high visibility clothing

Communication in the work area may include:

- phone
- fax
- email
- electronic data transfer (EDI)
- RF systems
- radio
- oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- workplace policies, operating procedures and practices
- Management Operating System (MOS)
- Management Information System (MIS)
- CFC process information including:
  - machine specifications
  - machine specifications
  - machine operating manuals
  - size gauges
  - label charts
- mail identification numbers, codes and labels
- mail and container identification
- quality assurance procedures
- induction documentation
- competency standards and training materials
- job specifications and procedures
- award, enterprise bargaining agreement or other industrial arrangements
- manufacturers specifications
- codes of practice, including national standards for manual handling and the industry safety code
- supplier and or/client instructions
- HAZCHEM chart/MSDS
- safety observation feedback program
- emergency procedures

Applicable regulations and legislation may include:

- relevant codes and regulations pertaining to mail operations
- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances,
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations
- equal opportunity, equal employment opportunity and affirmative action legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
**TLIX1107B**  
**Install overhead wiring structure**

**Unit Descriptor**
This unit involves the skills and knowledge required to install overhead wiring structures in accordance with safeworking and regulatory requirements and workplace procedures including planning and preparing for the installation, installing the required components to specification, and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install overhead wiring structure as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

**Competency Field**
X – Construction

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 **Plan installation**

1.1 Work requirements are determined to identify scope of work and resources required

1.2 Type of overhead wiring structure required for job is identified and organised

2 **Prepare for installation**

2.1 Footings are prepared and excavated in compliance with standard, following workplace procedures

2.2 Formwork is installed in compliance with standard, following workplace procedures

2.3 Concrete reinforcing is installed in compliance with standard, following workplace procedures

2.4 Concrete is mixed and placed in compliance with standard, following workplace procedures

2.5 Hold down plates/bolts are placed into concrete to correct dimensions to enable fitting of overhead wiring structure
3 Install components

3.1 Components are assembled onto bridge section as required in preparation for installation
3.2 Masts and other components are positioned and installed as required, following accepted workplace procedures
3.3 Fastening systems are installed in compliance with standard to ensure the integrity of the overhead wiring structure

4 Complete documentation

4.1 Documentation is completed in line with company requirements and workplace practice

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the installation of overhead wiring structures
- Problems that may occur during the installation of overhead wiring structures and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation of overhead wiring structures and ways of controlling the risks involved
- Relevant earthmoving equipment and methods
- Characteristics and relevant information on overhead wiring structures
- Information in relevant workplace technical manuals and instructions
- Characteristics of plant and equipment, materials, transport, structures, hardware and components used in work activities
- Rail operations and train movement
- Hazardous situations and related personal protection measures
- Emergency procedures manuals
- Local authority procedures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when installing overhead wiring structures
- Read and interpret technical data, drawings, instructions and manuals relevant to the installation of overhead wiring structures
- Interpret and follow operational instructions and prioritise work when installing overhead wiring structures
- Complete documentation related to the installation of overhead wiring structures
- Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing overhead wiring structures
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing overhead wiring structures in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Apply required surveying and measuring techniques
• Conduct compaction testing
• Use levelling equipment
• Check compliance between work and job specifications
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all possible weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Equipment may include:
• graders, front end loaders, back hoes, cranes
• manual tools
• small power tools
• angler borer and reinforcement cage and base bolts

Communications equipment may include:
• two-way radios, and/or
• telephones
Depending on work context, safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworkeing system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIX1607B Erect and mount structures and housings for signalling equipment

Unit Descriptor
This unit involves the skills and knowledge required to erect and mount structures and housings for signalling equipment in accordance with safeworking and regulatory requirements and workplace procedures including installing the foundations, assembling the components, and installing and mounting the structures and housings in accordance with specifications. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed with under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to general site maintenance carried out as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Install foundations
1.1 The worksite is inspected and appropriate arrangements made for safe access for heavy plant and equipment
1.2 Foundations are poured/laid in the correct location, size and quality requirements as per the work orders and job specifications
1.3 Required authorisation is confirmed to ensure safe train operations may continue

2 Assemble components
2.1 Components are correctly identified, prepared and laid out for assembly as per work orders/assembly specifications
2.2 Components are pre-assembled in the correct sequence and checked to ensure safe and efficient installation can commence

3 Install and mount structures and housings
3.1 Structures are positioned on foundations and checked for compliance to job specifications in preparation for securing
3.2 Structures are secured and checked for compliance with safety
requirements and job specifications

3.3 Housings and other equipment/components are correctly positioned, installed and secured to comply with work orders and job specification requirements

3.4 Housings and other equipment/components are secured to ensure correct orientation to track and to prevent unauthorised access

3.5 Structures and housings are positioned to ensure they are clear of all other structures, obstructions and interference, including minimum structure gauge

3.6 All equipment is locked and secured to maintain site safety and security

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental procedures and regulations
- Workplace procedures for the erection and mounting of structures and housings for signalling equipment
- Problems that may occur during the erection and mounting of structures and housings for signalling equipment and action that can be taken to report or resolve the problems
- Hazards that may exist during the erection and mounting of structures and housings for signalling equipment and ways of controlling the risks involved
- Information in workplace technical manuals and instructions
- Characteristics of plant and equipment, transport, structures, hardware and components used in work activities
- Impact on work activities of regulatory requirements
- Workplace documentation and records system management related to the work concerned
- Material safety data sheets
- Chemicals, paints and lubricants
- Rail operations and train movement
- Materials procurement procedures
- Track layout
- Principles of signalling
- Hazardous materials and situations and related personal protection measures
- Relevant recording and documentation procedures

Required skills:

- Communicate effectively with others when erecting and mounting structures and housings for signalling equipment
• Read and interpret technical data, instructions and manuals relevant to the erection and mounting of structures and housings for signalling equipment
• Interpret and follow operational instructions and prioritise work when erecting and mounting structures and housings for signalling equipment
• Complete documentation related to the erection and mounting of structures and housings for signalling equipment
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when erecting and mounting structures and housings for signalling equipment
• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when erecting and mounting structures and housings for signalling equipment in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Measure and lay out plans
• Assemble and pre-assemble pre-made components
• Check compliance between work and job specifications
• Use and dispose of a range of chemicals, paints and lubricants
• Position, secure and check structures, housings and components
• Work at heights and in confined spaces
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all possible weather conditions

Site preparation may include:
• site clearance
• positioning
• levelling
• sub-foundation and ground preparation
• drainage and concrete form work (prefabricated or prepared on site using steel or timber)
Foundations may be:
- poured concrete (pre-mixed or mixed on site) or pre-cast concrete slabs
- flooring
- sub-stands
- blocks

Structures may include:
- signal posts
- level crossing protection
- gantries
- ground frames/bases
- A frames
- cranks
- prefabricated structures, but do not include major structures covered by the Building Code

Housings:
- may include prefabricated structures, cupboards and location cases
- may be mounted on the ground, on structures, inside control cases or on external surfaces. Housings covered by the building code are not included

Preparation may include:
- ensuring compliance with drawings/specifications, functionality, minor adjustments
- locating/securing and painting or other protective measures

Job specifications may be defined in:
- relevant technical manuals

Installation and assembly may include the application of:
- protective coatings, paints or lubricants

Gauge structure is:
- as required by each organisation for clearance

Communications equipment may include:
- two-way radios, and/or
- telephones
Depending on work context, safety and protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
TLIX1809A Implement ballast unloading

Unit Descriptor
This unit involves the skills and knowledge required to implement ballast unloading in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, carrying out the unloading activity in accordance with work orders, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under limited supervision, generally within a team environment. It involves the application of routine operational principles and procedures to implement ballast unloading as part of workplace activities across a variety of operational context within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements

1.1 Work requirements are determined for new ballast work and/or repair of existing ballast

1.2 Obstacles in work area are identified and removal or protection are organised as necessary to ensure smooth workflow following workplace procedures

1.3 Resources are organised to meet the scope of the job and work methods selected

1.4 Ballast quantities are determined

2 Undertake ballast unloading

2.1 Appropriate site communications are established and agreed to ensure safe and efficient working conditions

2.2 Ballast unloading operation is implemented to ensure appropriate flow rates and extent

2.3 Ballast is distribution by manual and/or mechanical methods to allow safe operation of trains
2.4 Ballast is removed from sensitive infrastructure to ensure safe operation of trains and safety of public

3 Complete documentation

3.1 Documentation is completed in line with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the implementation of ballast unloading activities
- Problems that may occur when implementing track ballast activities, and action that can be taken to report or resolve the problems
- Hazards that may exist when implementing track ballast activities, and ways of controlling the risks involved
- Functions of ballast
- Required standard of materials and methods involved in implementing ballast unloading activities
- Ballast flow rates
- Ballast hopper operation
- Contents of workplace technical manuals relating to ballast unloading and profile
- Relevant recording and documentation procedures

Required skills:
- Agree on communication methods and communicate effectively with others including train drivers and equipment operators when implementing ballast unloading activities
- Read and interpret technical plans, specifications, instructions and manuals relevant to implementing ballast unloading activities
- Interpret and follow operational instructions and prioritise work when implementing ballast unloading activities
- Complete documentation related to implementing ballast unloading activities
- Operate communication equipment to required protocol
- Work collaboratively with others when implementing ballast unloading activities
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when implementing ballast unloading activities in accordance with regulatory requirements and workplace procedures
- Plan own and team work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Equipment may include:
• front end loaders
• ballast hoppers
• road trucks
• hand tools and small plant
• ballast forks
• other mechanical means

Materials may include:
• gravel ballast
• crushed rock ballast
• metal fines/road base

Obstructions may include:
• underbridges
• turnouts
• signalling equipment
• train detection equipment
• level crossings
• lubrication equipment
Methods may include:

- placing ballast with:
  - ballast hoppers
  - off-track plant
  - ballast regulators
  - ballast cleaning equipment
- distributing ballast with:
  - ballast ploughs
  - ballast cleaning equipment
  - off-track plant
  - ballast regulators
  - manual methods

Communications equipment may include:

- two-way radios
- telephones/mobile phones

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust mask
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/radio headsets or mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - determining job requirements and ensuring unloading operation is carried out correctly
  - ensuring ballast is distributed so as to meet requirements for safe operation
  - completing documentation according to workplace requirements

Context of and specific
- Performance is demonstrated consistently over a period
resources for assessment

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIX1909A  Implement track maintenance and construction

Unit Descriptor
This unit involves the skills and knowledge required to implement track maintenance and construction in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes planning work, implementing maintenance activities, dealing with maintenance and construction problems, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the implementation of track maintenance and construction as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan work
1.1 Scope of work is confirmed including identification of any deficiencies, and preparatory or ancillary work required
1.2 Operational constraints are identified
1.3 Information requirements are identified and accessed
1.4 Method of work is selected and general operating sequence is determined
1.5 Resources required for the work are arranged as required

2 Implement maintenance activities
2.1 Competent personnel are allocated tasks in accordance with the work sequence
2.2 Tasks are assessed as being in accordance with the pre-determined sequence and appropriate for the work
2.3 Work procedures are monitored and evaluated as being appropriate and in accordance with standards and procedures
2.4 Human and other resources are assessed as being adequate for the work
3 Deal with maintenance and construction problems

3.1 Causes and effects of system faults and failures within the worksite are diagnosed
3.2 Impact of work on track system integrity is assessed
3.3 Appropriate action is taken to ensure track system integrity
3.4 Scope of work is modified to include related tasks/interfaces
3.5 Related faults/failures beyond the authorised scope of work are reported

4 Complete documentation

4.1 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Fundamentals of all rail infrastructure
- Track infrastructure and the interaction of all interfaces
- Track defects
- The range of track maintenance and/or construction techniques and work processes
- The range of competencies required to carry out track maintenance and/or construction
- Relevant engineering standards, specifications and codes of practice
- Problems that may occur during track maintenance and/or construction, and action that can be taken to report or resolve the problems
- Hazards that may exist when undertaking track maintenance and construction, and ways of controlling the risks involved
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

Required skills:

- Communicate effectively with others when implementing track maintenance and construction
- Read and interpret technical data, drawings, instructions and manuals relevant to the maintenance and construction of track
- Interpret and follow operational instructions and prioritise work
- Select appropriate equipment
- Select appropriate work techniques
- Monitor, sequence and implement work
- Monitor work activities in terms of planned schedule, appropriateness and in conformance with standards and procedures
- Complete documentation
• Operate communication equipment to required protocol
• Work collaboratively with others when implementing track maintenance and construction
• Diagnose causes and effects of system faults and failures resulting from the work activities
• Assess impact of work on track system integrity
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when implementing track maintenance and construction in accordance with regulatory requirements and workplace procedures
• Implement contingency plans for unexpected events when implementing track maintenance and construction
• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

• by day or night
• in all weather conditions

Work may be conducted in:

• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:

• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Track maintenance and construction activities may include:

• removing track components
• installing track components
• correcting track geometry
• adjusting track components
• repairing track components
Track components may include:

- rail, rail joints, welds
- points and crossings
- sleepers, sleeper plates and sleeper fastenings
- bearers, turnout plates and fastenings
- lubricators
- signs
- ballast
- track formation

Work methods may vary according to:

- location (geography and geometry)
- rail type and length
- sleeper and fastening type
- ballast type and condition
- climatic conditions
- track availability

Extent of activity may vary according to:

- complexity of task
- track availability
- scope of work including length of track being worked on, type of maintenance and construction activities being undertaken, and types of track components

Track availability may include working:

- during breaks in traffic
- on limited track possession
- during extended track possession
- on non-operational track or track under construction

Equipment may include:

- mechanical handling/lifting equipment
- track machines
- hand tools including impact wrenches, grinders, tension wrenches, friction rail saws, rail borer, tie tamper, gauges, track jacks, spiking hammers and bars
- rail tensors
- cutting and boring equipment
- fastening equipment
- on-track equipment including sleeper spacers
- rail heaters
- welding equipment

Communications systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- track inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning work
  - supervising maintenance activities
  - dealing with maintenance and construction problems
  - completing documentation

- Assessment must also include exercises which demonstrate competent performance in implementing a combination of at least three of the following activities:
  - installing and maintaining rail joints
  - installing and maintaining guard and check rails
  - maintaining track geometry
  - adjusting rail
  - maintaining points and crossings
  - operating on-track machine
  - installing and maintaining rail lubrication equipment
  - welding rail using flashbutt technique
  - welding rail using aluminothermic welding technique
  - welding rail using electric welding process
  - grinding rails
o grinding switches and crossings
o carrying out ballast activity
o carrying out sleeper installation or replacement
o carrying out rail replacement
o installing and maintaining rail fastening and anchoring systems
o undertaking rail earthworks
o installing and maintaining track drainage
o installing and constructing points and crossings

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIX2009A Install and maintain surface track drainage

Unit Descriptor
This unit involves the skills and knowledge required to install and maintain surface track drainage both manually and mechanically in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, carrying out the maintenance of track drainage in accordance with work orders, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and maintain surface track drainage maintenance as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements
1.1 Worksite is identified
1.2 Underground services are identified where required and marked to protect services from excavation
1.3 Work method and resources are selected to meet job requirements

2 Undertake track drainage work
2.1 Environmental protection requirements are implemented where applicable
2.2 Drainage is cleaned, repaired or installed to relevant standard by manual and/or mechanical methods in accordance with workplace standards
2.3 Work is completed to meet drainage requirements
3 Complete documentation

3.1 Documentation is completed in line with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and maintenance of surface track drainage
- Problems that may occur during the installation and maintenance of surface track drainage, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and maintenance of surface track drainage, and ways of controlling the risks involved
- Drainage requirements of various types of earthworks
- Causes of defects such as erosion and water scouring
- Functions and design principles of drainage
- Understanding the required standards of materials and the methods involved in the installation and maintenance of surface track drainage
- Characteristics of relevant plant and equipment, hardware and components used in work activities
- Impact on work activities of regulatory requirements
- Hazardous situations and related personal protection measures
- Required personal protective equipment
- Relevant recording and documentation procedures
- Environmental protection requirements

Required skills:
- Communicate effectively with others when undertaking the installation and maintenance of surface track drainage
- Read and interpret plans relevant to the installation and maintenance of surface track drainage
- Follow operational instructions and work sequences when installing and maintaining surface track drainage
- Complete documentation related to the installation and maintenance of surface track drainage
- Operate communication systems to required protocol
- Work collaboratively with others during the installation and maintenance of surface track drainage
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and maintaining surface track drainage in accordance with regulatory requirements and workplace procedures
- Establish environment protection requirements as required
- Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  • by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Surface drainage may include:
• open cess drains
• top drains
• side drains

Equipment may include:
• front end loaders
• back hoes
• ditch digger
• hand tools and small plant
• other mechanical means

Materials may include:
• granular soil
• gravel
• ballast
• earthwork protection materials including fascines, gabion baskets, reno mattresses, revetment mattresses
• geotextiles
• baffle materials

Drainage may differ for:
• batters
• points and crossings
• location of track (steep grades)
• multiple tracks
Drainage cleaning, repair and construction methods may include:

- manual methods
- off-track plant
- revegetation
- lining

Communications systems may include:

- two way-radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Information may be provided:
- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - correctly determining job requirements
  - cleaning, repairing or installing drainage to relevant standard by manual and/or mechanical methods
  - completing all relevant documentation to workplace standards

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIX2109A  Install and replace transoms

Unit Descriptor
This unit involves the skills and knowledge required to install and replace transoms on underbridges in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for work, installing/replacing transoms, and completing documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation or replacement of transoms as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
X – Construction

ELEMENT          PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for work
1.1 Worksite is identified
1.2 Installation, replacement or repair method is selected to meet work requirements in accordance with workplace procedures
1.3 Plant, equipment and other materials are prepared for work
1.4 Transoms are prepared to requirements of job using correct methods, including dressing and protective coatings

2 Install/replace transoms
2.1 Where necessary unserviceable transoms are extracted using manual or mechanical methods in accordance with workplace procedures
2.2 New transom is installed using manual or mechanical methods in accordance with workplace standards and procedures
2.3 Transom is suitably supported by appropriate methods in accordance with workplace standards and procedures
2.4 Transom bolts are replaced or tightened as required
2.5 Work is completed to meet track geometry requirements in accordance with workplace standards and procedures
2.6 Work is checked for compliance to acceptance standards for spacing, skew and geometry
3 Complete documentation

3.1 Required documentation is completed in accordance with workplace policies and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and replacement of transoms
- Problems that may occur during the installation and replacement of transoms, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and replacement of transoms, and ways of controlling the risks involved
- Types of tools and equipment that may be used in installing and replacing railway transoms, and their applications
- Contents of relevant workplace technical manuals and instructions
- Timber protective treatments
- Basic track structure and geometry requirements
- Transom condition and placement acceptance standards
- Emergency procedures
- Local authority procedures, if applicable

Required skills:
- Communicate effectively with others when installing and replacing transoms
- Follow operational instructions and work sequences when installing and replacing transoms
- Read and interpret instructions, procedures, route information and signs relevant to the installation and replacement of transoms
- Interpret and follow operational instructions and follow scheduled work processes when installing and replacing transoms
- Complete documentation related to the installation and replacement of transoms
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and replacing transoms
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using tools and equipment while installing and replacing transoms in accordance with regulatory requirements and workplace procedures
- Implement prepared contingency plans for unexpected events when installing and replacing transoms
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use required personal protective equipment
• Identify, select and use relevant tools and equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, materials and vehicles

Installation and replacement methods may include:
• constructing new bridges
• partial replacement in existing track
• full replacement in existing track

Repair methods may include:
• boring new holes in timber transoms
• replacing broken or damaged transoms

Transom types may include:
• timber
• synthetic
• composite

Tools and equipment may include:
• mechanical handling/lifting equipment
• bars, sleeper tongs
• adze
• planer
• square and string line
• jacks
• manual tools
• small power tools
• oxy cutting equipment
• scaffolding
Materials may include:
- bolts and fasteners
- zinc/polyester strip
- resilient pads
- paint/timber preservatives

Transom spacing and dimensions may vary according to:
- bridge configuration
- traffic task

Removal and insertion may be:
- mechanical
- manual

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communication systems may include:
- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signals

Safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- technical instructions, plans and specifications
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- trackside signals

Applicable regulations and legislation may include:

- legislated rail safety requirements including applicable acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
o preparing for work by selecting appropriate methods, materials and equipment for a variety of situations
o installing or replacing a number of transoms
o completing documentation to required workplace standards

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
• Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation
• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIX2209A Implement structures maintenance and installation of minor structures

Unit Descriptor
This unit involves the skills and knowledge required to implement structures maintenance and installation of minor structures in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes planning work, implementing maintenance activities, dealing with maintenance and construction problems, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the implementation of structures maintenance and installation of minor structures as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Plan work
1.1 Scope of work is confirmed including identification of any deficiencies, and preparatory or ancillary work required
1.2 Operational constraints are identified
1.3 Information requirements are identified and accessed
1.4 Method of work is selected and general operating sequence is determined
1.5 Resources required for the work are arranged as required

2 Implement maintenance activities
2.1 Competent personnel are allocated tasks in accordance with the work sequence
2.2 Tasks are assessed as being in accordance with the pre-determined sequence and appropriate for the work
2.3 Work procedures are monitored and evaluated as being appropriate and in accordance with standards and procedures
2.4 Human and other resources are assessed as being adequate for the work
3 Deal with maintenance and construction problems

3.1 Causes and effects of system faults and failures within the worksite are diagnosed
3.2 Impact of work on structure integrity is assessed
3.3 Impact of work on track system integrity is assessed
3.4 Appropriate action is taken to ensure structure and track system integrity
3.5 Scope of work is modified to include related tasks/interfaces
3.6 Related faults/failures beyond the authorised scope of work are reported

4 Complete documentation

4.1 Documentation on work undertaken is completed in accordance with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Fundamentals of all rail infrastructure
- Structures infrastructure and the interaction of all interfaces
- Structures defects
- The range of structures maintenance and/or construction techniques and work processes
- The range of competencies required to carry out structures maintenance and/or construction
- Relevant engineering standards, specifications and codes of practice
- Problems that may occur during structures maintenance and minor construction, and action that can be taken to report or resolve the problems
- Hazards that may exist when undertaking structures maintenance and minor construction, and ways of controlling the risks involved
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

Required skills:
- Communicate effectively with others when implementing structures maintenance and the installation of minor structures
- Read and interpret instructions, procedures, information, technical data, standards and drawings relevant to implementing structures maintenance and the installation of minor structures
- Interpret and follow operational instructions and prioritise work
- Select appropriate equipment
- Select appropriate work techniques
Monitor, sequence and implement work

Monitor work activities in terms of planned schedule, appropriateness and in conformance with standards and procedures

Complete documentation

Operate electronic communication equipment to required protocols

Work collaboratively with others when implementing structures maintenance and the installation of minor structures

Diagnose causes and effects of system faults and failures resulting from the work activities

Assess impact of work on structure integrity

Assess impact of work on track system integrity

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when implementing structures maintenance and the installation of minor structures, in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unexpected events when implementing structures maintenance and the installation of minor structures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
- by day or night
- in all weather conditions

**Work may be conducted in:**
- restricted spaces
- exposed conditions
- controlled or open environments

**Work may involve:**
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles
Structures maintenance and construction activities may include:

- maintaining structures
- repairing structures
- removing structure components
- installing structure components
- installing transoms

Structures may include:

- bridges
- pipes and culverts
- tunnels
- platforms
- retaining walls
- overhead wiring structures
- level crossings
- buffer stops

Work methods may vary according to:

- location
- type of structure
- structure material type
- climatic conditions
- track availability

Extent of activity may vary according to:

- complexity of task
- track availability
- scope of work including type of structure being worked on, type of maintenance and construction activities being undertaken

Track availability may include working:

- during breaks in traffic
- on limited track possession
- during extended track possession
- on non-operational track or track under construction

Equipment may include:

- mechanical handling/lifting equipment
- hand tools
- small power tools
- oxy cutting equipment
- scaffolding
- ladders
- elevated work platform (EWP)
- cranes

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, electricians)
Communications systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signal

Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- information provided by other workplace personnel
- track inspections and reports
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning work including selecting appropriate methods, sequencing work and arranging resources
  - implementing, monitoring and evaluating maintenance activities
  - dealing appropriately with a number of maintenance and/or construction problems
  - completing documentation according to workplace requirements
- Assessment must include exercises which demonstrate competent performance in implementing a combination of at least two of the following activities:
  - repairing concrete/masonry structures
  - repairing timber structures
  - repairing steel structures
  - maintaining bridge bearings
  - carrying out routine maintenance of structures
  - installing transoms
  - installing temporary track support
  - mixing and placing chemical repair products
**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - A range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - Access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - Relevant and appropriate materials and equipment, and
  - Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - Through activities in an appropriately simulated environment, and/or
  - In an appropriate range of situations in the workplace

- Installing minor structures
TLIX2309A  Carry out track ballasting

Unit Descriptor
This unit involves the skills and knowledge required to carry out track ballasting both manually and mechanically in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the job requirements, carrying out the ballast activity in accordance with work orders, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to carrying out track ballasting as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements
1.1 Worksite is identified
1.2 Work method is selected to meet job requirements
1.3 Resources are identified to meet the scope of the job and work methods selected

2 Undertake ballast activity
2.1 Ballast is removed from track using appropriate methods and equipment in accordance with workplace procedures
2.2 Ballast profile is established through repair of existing ballast and/or distribution of new ballast using appropriate methods and equipment in accordance with workplace procedures
2.3 Work is completed to meet ballast profile requirements to ensure safe operation of trains in accordance with workplace procedures

3 Complete
3.1 Documentation is completed in line with workplace
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the carrying out of track ballasting
- Problems that may occur when carrying out of track ballasting, and action that can be taken to report or resolve the problems
- Hazards that may exist when carrying out of track ballasting, and ways of controlling the risks involved
- Ballast profile standards
- Functions of ballast
- Basic understanding of materials and methods involved in the restoration of ballast profiles
- Ballast flow rates
- Ballast hopper operation
- Relevant recording and documentation procedures

**Required skills:**
- Communicate effectively with others when carrying out track ballast activities
- Read and interpret instructions and manuals relevant to the carrying out of track ballasting
- Interpret and follow operational instructions including the correct work sequences when carrying out track ballasting
- Complete documentation related to the carrying out of track ballasting
- Use agreed communication methods
- Work collaboratively with others when carrying out track ballasting
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when carrying out track ballasting in accordance with regulatory requirements and workplace procedures
- Perform work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
- Select and use relevant equipment and tools
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  
- by day or night
- in all weather conditions

Work may be conducted in:  
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:  
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Equipment may include:  
- off-track plant (front end loaders, back hoes etc.)
- ballast hoppers
- hand tools and small plant
- ballast sled
- ballast undercutters
- ballast cleaners
- ballast forks
- ballast regulators
- other mechanical means

Materials may include:  
- gravel ballast
- crushed rock ballast
- metal fines/road base

Ballast profile may differ for:  
- different rail mass
- rail types (non-welded, welded and curve)
- traffic task
- sleeper type

Methods may include:  
- unloading ballast hoppers
- spreading ballast dumped by truck or front end loader or similar equipment
- profiling using shovels, ballast forks or using a ballast regulator
- removing ballast using manual methods
- removing ballast using:
  - off-track plant
  - ballast cleaners
  - undercutters
  - ballast sled
Liaison may include:  
- internal or external personnel from other work areas (e.g. train controllers)

Communications systems may include:  
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:  
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:  
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:  
- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  o removing and distributing existing ballast by manual and/or mechanical methods
  o distributing new ballast by manual and/or mechanical methods
  o ensuring completed work meets ballast profile requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
TLIX2409A Install railway sleepers

Unit Descriptor
This unit involves the skills and knowledge required to install railway sleepers manually or mechanically in accordance with safeworking and regulatory requirements and workplace procedures. It includes preparing for work, restoring track gauge, installing or replacing sleepers, and completing documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install railway sleepers as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare for work
1.1 Worksite is identified
1.2 Installation, replacement or repair method is selected to meet work requirements in accordance with worksite standards and procedures
1.3 Plant, equipment and materials are prepared for work

2 Restore track gauge
2.1 Where necessary track gauge is restored using appropriate methods in accordance with worksite standards and procedures

3 Install or replace sleeper
3.1 Where necessary, unserviceable sleepers are extracted using manual or mechanical methods in accordance with worksite procedures
3.2 New sleeper is installed using manual or mechanical methods in accordance with worksite procedures
3.3 Sleeper plates are installed on relevant sleeper types in accordance with worksite procedures
3.4 Sleeper is suitably packed or supported by appropriate methods in accordance with worksite procedures
3.5 Work is completed to meet track geometry requirements in accordance with worksite procedures
3.6 Work is checked for compliance to acceptance standards for spacing, skew and geometry

4 Complete documentation
4.1 All documentation is completed in line with workplace policies and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for the installation of railway sleepers
• Problems that may occur during the installation of railway sleepers, and action that can be taken to report or resolve the problems
• Hazards that may exist when installing railway sleepers, and ways of controlling the risks involved
• Types of tools and equipment that may be used when installing railway sleepers, and their applications
• Contents of relevant workplace technical manuals and instructions
• Sleeper condition and placement acceptance standards
• Defects that can occur in sleepering tools and equipment, and related action that should be taken
• Relevant recording and documentation procedures

Required skills:
• Communicate effectively with others when installing railway sleepers
• Interpret and follow operational instructions and follow scheduled work processes when installing railway sleepers
• Complete documentation related to the installation of railway sleepers
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing railway sleepers
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing railway sleepers in accordance with regulatory requirements and workplace procedures
• Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Install railway sleepers in accordance with workplace requirements
- Restore track gauge in accordance with workplace requirements
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations are conducted:
- by day or night
- in all weather conditions

Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Installation and replacement methods may include:
- laying new track
- partial replacement in existing track
- full replacement in existing track
- changeover from one sleeper type to another in existing track
- partial changeover from one sleeper type to another in existing track

Repair methods may include:
- boring new holes in timber sleepers
- replacing sleeper plates
- replacing insulating material
- replacing broken or damaged sleepers

Sleeper includes:
- sleepers
- turnout bearers

Sleeper types may include:
- timber
- steel
- concrete
- any other approved types
Equipment may include:

- mechanical handling/lifting equipment
- bars, sleeper tongs, shovels, picks
- jacks
- sleeper borers
- multi spindle borers
- dog screw setters
- tie crane
- sleeper removers/inserters
- scarifiers
- sleeper spacing machines

Sleeper spacings may vary according to:

- track configuration
- joint type
- sleeper types
- traffic tasks

Insulation pads may:

- be required

Removal and insertion may be:

- mechanical
- manual

Liaison may include:

- internal or external personnel from other work areas (e.g. train controllers, other work teams)

Communications systems may include:

- two-way radios
- radio headsets
- telephones/mobile phones
- agreed audible or hand signals

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
- via trackside signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - completing appropriate preparations for work
  - restoring track gauge correctly
  - inserting or replacing a number of sleepers including all types occurring in candidate’s workplace
  - completing documentation correctly

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the
workplace
**TLIX2509A Install rail**

**Unit Descriptor**
This unit involves the skills and knowledge required to install rail in accordance with safeworking and regulatory requirements and workplace procedures. It includes identifying job requirements, preparing rail for installation, installing rail, joining rail ends, restoring track, and completing documentation. Licensing or certification requirements are not applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install rail as part of workplace activities across a variety of operational contexts within the Australian rail system.

**Competency Field**
X – Construction

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| Identify job requirements | 1.1 Scope of work is determined and resources are arranged  
| | 1.2 Replacement rail is checked for compliance with acceptance standards in accordance with workplace procedures |
| Prepare rail for installation | 2.1 Rails are loaded and unloaded using approved methods to minimise risk to health and safety  
| | 2.2 Rails are cut to required length using an appropriate method to minimise delays and wastage  
| | 2.3 If required, rails are bent to the correct curvature to ensure correct track geometry is maintained to standard |
| Install rail | 3.1 Where required, existing rail is unfastened and removed using appropriate equipment or manual method  
| | 3.2 New rail is lifted into place using appropriate equipment or manual method maximising efficiency and minimising risk of injuries |
| Join rail ends | 4.1 Rail joints are prepared for welding or are assembled and installed to specifications in accordance with workplace procedures |
4.2 Rail bonds or other track circuit connections are installed/restored as required in accordance with workplace procedures

5 Restore track
5.1 Track fastenings are restored in accordance with workplace procedures
5.2 Arrangements are made for rail to be adjusted in accordance with workplace procedures

6 Complete documentation
6.1 Completed work is checked for compliance to standards to ensure safe operations of trains
6.2 Required documentation is completed in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and replacement of rail
- Problems that may occur during the loading and unloading of rail, and action that can be taken to report or resolve the problems
- Hazards that may exist during the loading and unloading of rail, and ways of controlling the risks involved
- Problems that may occur during the installation and replacement of rail, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and replacement of rail, and ways of controlling the risks involved
- Rail pressing (crowing) procedures
- Acceptance standards for re-use of rails
- Rail installation acceptance standard
- Characteristics of plant and equipment, transport, structures, hardware and components used in work activities
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when installing and replacing rail
- Interpret and follow operational instructions and prioritise work when installing and replacing rail
- Complete documentation related to the installation and replacement of rail
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and replacing rail
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and replacing rail in accordance with regulatory requirements and workplace procedures
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Measure rail weight/dimensions
• Load and unload rails
• Cut rails to required length using an appropriate methods
• Drill rail ends or prepare for welding
• Install rail joints
• Crow rails to the correct curvature
• Unfasten and remove rail using appropriate equipment or manual methods including mechanical handling/lifting equipment, track machines
• Lay new rail using appropriate equipment or manual methods including mechanical handling/lifting equipment, track machines
• Install rail fastenings
• Install/restore temporary rail bonds or other track circuit connections
• Check compliance between work and job specifications
• Effectively apply re-railing techniques
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:  • by day or night
• in all weather conditions

Work may be conducted in:  • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:  • exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Rail loading/unloading equipment may include:  • off-track or on-track plant
• manual methods
• rail trains
• mechanical handling/lifting equipment
Rail loading/unloading methods may vary according to:

- rail length
- on-site storage
- rail re-use intentions

Rail installation/replacement may include:

- laying new rail
- replacing worn or defective rail with new or second hand rail
- replacing rail defects with new or second hand closure rails
- installing bonded insulated joints
- transposing rails

Equipment may include:

- mechanical handling/lifting equipment
- hand tools, including impact wrench, grinder, tension wrench, friction rail saw, and velocity rail punch
- rail threaders
- fastening equipment
- cutting and boring equipment

Materials may include:

- rail (new or second hand)
- fastenings
- plates
- anchors
- bolts
- nuts
- washer clips
- rail jewellery

Rail joint parts and surroundings to be checked may include:

- joint insulation
- fishbolts
- rail bonds
- rail geometry

Fastening may include:

- bolts
- rail fasteners
- coach screws

Communications equipment/systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- dust masks
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Liaison may include:

- internal or external personnel from other work areas

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - loading or unloading rails correctly
  - removing existing rail and/or lifting new rail into place using appropriate equipment and methods
  - preparing rail joints and installing them correctly
  - restoring track fastenings according to workplace procedures
  - checking replacement rails meet requirements

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts

- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace

- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

- Practical assessment must occur:
through activities in an appropriately simulated environment, and/or
in an appropriate range of situations in the workplace
**TLIX2609A Install and repair temporary track supports**

**Unit Descriptor**
This unit involves the skills and knowledge required to install and repair temporary track supports in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, preparing and installing the temporary support, and completing documentation. Licensing or certification requirements may be applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair temporary track supports as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

**Competency Field**
X – Construction

---

**ELEMENT**
Elements describe the essential outcomes of a unit of competency.

**PERFORMANCE CRITERIA**
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>1 Determine job requirements</th>
<th>1.1 Worksite is identified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1.2 Plant, equipment and materials are organised to meet the scope of the job and installation type</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2 Prepare and install or repair temporary support</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Where required, foundation is prepared in accordance with site requirements and to specifications</td>
</tr>
<tr>
<td>2.2 Component surfaces are treated with appropriate coating as required to prevent degradation of components</td>
</tr>
<tr>
<td>2.3 Temporary support is installed in accordance with workplace standards and procedures</td>
</tr>
<tr>
<td>2.4 Level and alignment is adjusted to the running surface to ensure the correct geometry and profile</td>
</tr>
<tr>
<td>2.5 Where required, temporary support is adjusted/readjusted and secured to ensure full bearing is achieved for integrity and safety of structure</td>
</tr>
</tbody>
</table>
3 Complete documentation

3.1 Documentation is completed as required in accordance with workplace procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and repair of temporary track supports
- Problems that may occur during the installation and repair of temporary track supports, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and repair of temporary track supports, and ways of controlling the risks involved
- Emergency procedures
- Local authority procedures
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when installing or repairing temporary track supports
- Read and interpret plans, specifications, instructions and manuals relevant to the installation or repair of temporary track supports
- Follow operational instructions and work sequences when installing or repairing temporary track supports
- Check compliance between work and job specifications
- Complete documentation related to the installation or repair of temporary track supports
- Operate communication equipment to required protocol
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing or repairing temporary track supports in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Select and use required personal protective equipment
- Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
- by day or night
- in all weather conditions
Work may be conducted in:
- restricted spaces
- exposed conditions
- controlled or open environments

Work may involve:
- exposure to chemicals, and dangerous or hazardous substances
- movements of equipment, goods and vehicles

Equipment may include:
- front end loaders, back hoes, cranes
- manual tools including bars, hammers and spanners
- small power tools
- chainsaw
- compression borer
- compaction equipment such as rollers and wacker packer
- oxy and cutting equipment
- scaffolding
- ladders
- elevated work platform (EWP)

Support structures may include:
- overpinning/track baulks
- underpinning
- pig sties
- temporary bridge support

Liaison may include:
- internal/external personnel from other work areas (e.g. train controllers)
- road authorities
- local councils
- landowners

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety headwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including applicable acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory regulations, codes of practice and safeworking system requirements
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - planning work requirements
  - organising plant, materials and equipment for a range of jobs
  - installing and/or repairing a range of temporary supports

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
TLIX2709A Install and repair rail fastening systems

Unit Descriptor
This unit involves the skills and knowledge required to install and repair rail fastening systems in accordance with safeworking and regulatory requirements and workplace procedures. It includes identifying the work requirements, installing the fastening system, repairing the fastening system, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair rail fastening systems as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify requirements
1.1 Worksite is identified to confirm work requirements
1.2 Appropriate fastening system is chosen to suit job requirements
1.3 Appropriate tools and equipment are selected for job to facilitate the effective replacement/repair of components

2 Install fastening system
2.1 Selected fastening systems are installed using appropriate equipment to required standards

3 Repair fastening system
3.1 Fastening systems are repaired using appropriate methods to the required standard, to maintain integrity of rail fastening systems

4 Complete
4.1 Documentation is completed in line with workplace requirements
documented

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Relevant safety, OH&S and environmental procedures and regulations
• Workplace procedures for the installation and repair of rail fastening systems
• Problems that may occur during the installation and repair of rail fastening systems, and action that can be taken to report or resolve the problems
• Hazards that may exist during the installation and repair of rail fastening systems, and ways of controlling the risks involved
• Relevant rail fastening and anchoring equipment and methods
• Characteristics and relevant information on rail fastening systems
• Information in relevant workplace technical manuals and instructions
• Characteristics of plant and equipment, hardware and components used in work activities
• Hazardous situations and related personal protection measures
• Relevant recording and documentation procedures

Required skills:
• Communicate effectively with others when installing and repairing rail fastening systems
• Read and interpret technical plans, specifications, instructions and manuals relevant to the installation and repair of rail fastening systems
• Interpret and follow operational instructions when installing and repairing rail fastening systems
• Complete documentation related to the installation and repair of rail fastening systems
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing and repairing rail fastening systems
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and repairing rail fastening systems in accordance with regulatory requirements and workplace procedures
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
• in all weather conditions

Work may be conducted in: • restricted spaces
• exposed conditions
• controlled or open environments

Work may involve: • exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Rail fastening and anchoring systems include: • sleeper fastenings
  o dogspikes, lockspikes, dogscrews, lockscrews, holding down bolts, screwspikes
  o resilient fastening
• special fastenings in points and crossings
• rail anchors

Equipment may include: • manual tools
• small power tools

Liaison may include: • internal or external personnel from other work areas (e.g. train controllers, other work groups)

Communications systems may include: • two-way radios
• radio headsets
• telephones/mobile phones
• agreed audible or hand signals

Information may be provided: • electronically
• in writing, via forms/documents/plans
• orally, via face-to-face communications
Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:
- operational instructions, policies and workplace procedures
- work orders
- technical instructions
- the appropriate track standards for the rail operating system
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:
- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - installing rail fastening systems on track using static and resilient fastenings used in the relevant rail corridors
  - repairing a section of anchored track
  - ensuring completed track complies with track standards for the relevant rail corridor

Context of and specific resources for assessment
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- Access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment
- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIX2809A  Install and repair fences and gates

Unit Descriptor
This unit involves the skills and knowledge required to install and repair fences and gates in accordance with safeworking and regulatory requirements and workplace procedures. It includes selecting and preparing the materials, clearing and excavating the site, digging the required holes, installing the components, performing any required repairs and maintenance of the fences and/or gates, and completing required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair fences and gates as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Select and prepare materials
1.1 Work requirements are determined to identify scope of work and resources required
1.2 Obstacles are identified and underground services are marked where they are in the vicinity of the fence line
1.3 Materials required for job are selected in accordance with specification
1.4 Materials are prepared using appropriate methods and tools

2  Dig holes and excavate
2.1 Site is cleared and excavations are made as required to ensure access and safeworking conditions
2.2 Holes are dug to requirements using appropriate methods and equipment to enable safe construction of fence
3 Install components
   3.1 Poles/posts are concreted or compacted into position according to job requirements
   3.2 Wire is strung and tensioned to standard where required
   3.3 Fencing is constructed to appropriate standards

4 Perform repairs and maintenance
   4.1 Defective materials/components are removed and replaced as required to ensure correct operation and function of fence or gate
   4.2 Tools and equipment are stored securely, following safety guidelines

5 Complete documentation
   5.1 Documentation is completed in line with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and repair of fences and gates
- Problems that may occur during the installation and repair of fences and gates, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and repair of fences and gates, and ways of controlling the risks involved
- Contents of relevant workplace technical manuals and instructions
- Characteristics of plant and equipment, hardware and components used in work activities
- Workplace documentation requirements

Required skills:
- Communicate effectively with others when installing and repairing fences and gates
- Read and interpret instructions and manuals relevant to the installation and repair of fences and gates
- Interpret and follow operational instructions and prioritise work when installing and repairing fences and gates
- Complete documentation related to the installation and repair of fences and gates
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when installing and repairing fences and gates
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and repairing fences and gates in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools
• Install and repair fences and gates

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night
                                 • in all weather conditions

Work may be conducted in:   • restricted spaces
                             • exposed conditions
                             • controlled or open environments

Work may involve:           • exposure to chemicals, and dangerous or hazardous substances
                             • movements of equipment, goods and vehicles

Tools and equipment may include:
                             • graders, front end loaders, back hoes, tractors, cranes
                             • holes diggers, augers
                             • manual tools
                             • small power tools
                             • concrete mixer

Fence types may include:
                             • post and wire
                             • stockproof post and wire
                             • manproof
                             • security fencing
                             • paling or metal panel fences

Fence types may vary according to:
                             • location
                             • security requirements
                             • public safety considerations
Materials may include:
- metal, concrete or timber posts and rails
- metal or timber gates
- fencing wire (plain and barbed)
- fencing panels
- palings
- nails, screws etc.
- hinges and locks
- concrete

Liaison may include:
- internal or external personnel from other work areas (e.g. other work teams, neighbours)

Communications systems may include:
- two-way radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - erecting new fences and gates using a variety of materials/techniques, and/or
  - repairing existing fences and gates
Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace

- ensuring completed work meets workplace standards
TLIX2909A Use chemical repair products

Unit Descriptor
This unit involves the skills and knowledge required to use chemical repair products in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining the work requirements, applying the chemical repair method in accordance with manufacturers instructions, and completing all required documentation. Licensing or certification requirements are not applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to use chemical repair products as part of workplace activities across a variety of operational contexts within the Australian rail system.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine work requirements
1.1 Site is inspected thoroughly to establish best means of repair/installation
1.2 Work requirements are determined to identify scope of work and resources required

2 Apply repair method
2.1 Components and surfaces are cleaned and prepared in accordance with manufacturers instructions or workplace procedures to ensure maximum bond strength
2.2 Chemical repair product is mixed and prepared in accordance with manufacturers instructions or workplace procedures to ensure maximum bond strength
2.3 Chemical repair product is applied in accordance with manufacturers instructions or workplace procedures to minimise waste and maximise effectiveness
2.4 Repair site is cleaned of excess repair product to ensure clean finish
2.5 Repair is stabilised and supported using appropriate method until product is sufficiently cured to enable maximum bond strength
2.6 Chemical repair product is used in a safe and environmentally sound manner to minimise health and safety risks to personnel

3 Complete documentation

3.1 Documentation is completed in line with company requirements and workplace practice

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the use of chemical repair products
- Problems that may occur during the use of chemical repair products, and action that can be taken to report or resolve the problems
- Hazards that may exist during the use of chemical repair products, and ways of controlling the risks involved
- Information in relevant workplace technical manuals and instructions
- Characteristics of relevant plant and equipment, structures and chemical products used in work activities
- Hazardous situations and related personal protection measures
- Required personal protective equipment
- Relevant recording and documentation procedures

Required skills:
- Communicate effectively with others when using chemical repair products
- Read and interpret instructions, procedures, information and labels relevant to the use of chemical repair products
- Interpret and follow operational instructions and prioritise work when using chemical repair products
- Complete documentation related to the use of chemical repair products
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when using chemical repair products
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when using chemical repair products in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Check compliance between work and job specifications
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to equipment
- Select and use required personal protective equipment
• Select and use relevant equipment and tools

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Operations may be conducted:**
• by day or night
• in all weather conditions

**Work may be conducted in:**
• restricted spaces
• exposed conditions
• controlled or open environments

**Work may involve:**
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

**Equipment may include:**
• hand tools
• special safety equipment for handling chemicals
• mixer
• air compressor

**Materials may include:**
• epoxy resins
• dry clad and other similar products

**Communications systems may include:**
• two-way radios
• telephones/mobile phones
• agreed audible or hand signals
Depending on work context, safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- respirator
- safety mask
- gas detectors
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- work orders
- technical instructions
- material safety data sheets (MSDS)
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - inspecting repair site and determining scope of work
  - selecting and using the correct repair method
  - completing documentation according to workplace requirements

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIX3009A Install and repair rail earthworks

Unit Descriptor
This unit involves the skills and knowledge required to install and repair rail earthworks in accordance with safeworking and regulatory requirements and workplace procedures. It includes determining job requirements, undertaking trenching, establishing track formation and minor trackside earthworks, and completing documentation in accordance with specifications. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to install and repair rail earthworks as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine job requirements

1.1 Worksite is identified

1.2 Underground services are identified where required and marked to protect services from excavation

1.3 Work method is selected to meet job requirements

1.4 Resources are organised to meet the scope of the job and work methods selected

2 Undertake trenching

2.1 Excavation is undertaken to establish base for formation in accordance with design

2.2 Excavated material is removed from worksite

2.3 Suitable materials and methods are used to construct new track formation in accordance with design and workplace procedures
3 Establish track formation

3.1 Excavation is undertaken to establish base for formation in accordance with design
3.2 Excavated material is removed from worksite
3.3 Suitable materials and methods are used to construct new track formation in accordance with design and workplace procedures

4 Establish and maintain minor trackside earthworks

4.1 Trackside earthworks are constructed or repaired using appropriate equipment and following workplace procedures
4.2 Grading and/or compaction is carried out using appropriate equipment, with care taken to maintain correct drainage and to protect the environment, trackside installations, fences and underground cabling

5 Complete documentation

5.1 Documentation is completed in line with workplace requirements

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation and repair of rail earthworks
- Problems that may occur during the installation and repair of rail earthworks, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation and repair of rail earthworks, and ways of controlling the risks involved
- Causes of defects such as erosion and water scouring
- Information in relevant workplace technical manuals and instructions
- Functions and design principles of track formation and earthworks
- Required standards of materials and the methods involved in the installation and repair of rail earthworks
- Characteristics of relevant plant and equipment, hardware and components used in work activities
- Hazardous situations and related personal protection measures
- Required personal protective equipment
- Relevant recording and documentation procedures
- Environmental protection requirements

Required skills:

- Communicate effectively with others when installing and repairing rail earthworks
- Read and interpret plans relevant to the installation and repair of rail earthworks
• Interpret and follow operational instructions and prioritise work when installing and repairing rail earthworks
• Complete documentation related to the installation and repair of rail earthworks
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing and repairing rail earthworks
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing and repairing rail earthworks in accordance with regulatory requirements and workplace procedures
• Establish environment protection requirements as required
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Select and use required personal protective equipment
• Select and use relevant equipment and tools

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:
• by day or night
• in all weather conditions

Work may be conducted in:
• restricted spaces
• exposed conditions
• controlled or open environments

Work may involve:
• exposure to chemicals, and dangerous or hazardous substances
• movements of equipment, goods and vehicles

Rail earthworks may include:
• reconstructing track formation and capping
• shaping shoulders (cesses)
• access roads
• waterway rehabilitation including shaping channels and/or scour protection
• trackside or across track trenching (less than 1.5 m depth)
• sub surface drainage

Services may include:
• water sewage and drainage pipe
• electrical cables
• signalling cables
Equipment may include:
- measuring tapes
- levels

Plant may include:
- front end loaders, back hoes
- graders
- skidsteer loaders
- grab buckets
- trench diggers
- road trucks
- hand tools and small plant

Support plant and equipment may include:
- cranes and buckets
- compressors, fittings, hoses, pumps
- pneumatic picks and jack hammers
- winches

Materials may include:
- soils and gravel
- geo-textile materials
- earthwork protection materials including fascines, gabion baskets, reno mattresses, revetment mattresses
- concrete pipes, PVC pipes, FRC pipes

Liaison may include:
- internal or external personnel from other work areas (e.g. other work teams)

Communications systems may include:
- two way-radios
- telephones/mobile phones
- agreed audible or hand signals

Depending on work context, safety and personal protective equipment may include:
- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phone
- hand lamps
- flags
- safety devices
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- relevant logs or record books
- work orders
- technical instructions
- manufacturers or workplace equipment instructions and operation manuals
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements, including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  o the underpinning knowledge and skills
  o relevant legislation and workplace procedures
  o other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  o selecting appropriate work methods
  o establishing track formations in accordance
with designs
  o repairing minor trackside earthworks
    including grading and compaction
  o completing documentation correctly

Context of and specific resources for assessment

• Performance is demonstrated consistently over a period of time and in a suitable range of contexts

• Resources for assessment include:
  o a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  o access to an appropriate range of relevant operational situations in the workplace

• In both real and simulated environments, access is required to:
  o relevant and appropriate materials and/or equipment, and
  o applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

• Assessment of this unit must be undertaken by a registered training organisation

• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

• Practical assessment must occur:
  o through activities in an appropriately simulated environment, and/or
  o in an appropriate range of situations in the workplace
Install points and crossings

Unit Descriptor
This unit involves the skills and knowledge required to install points and crossings in accordance with approved standards, safeworking and regulatory requirements and workplace procedures. It includes carrying out relevant construction work on site, installing points and crossings, and completing all required documentation. Licensing or certification requirements may be applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed under some supervision, generally within a team environment. It involves the application of routine operational principles and procedures to the installation of points and crossings as part of workplace activities across a variety of operational contexts within the Australian rail system.

Operators of mechanised equipment must have undertaken training and, where appropriate, hold the relevant licence, permit or certificate and be recognised as competent for the class of machinery being used.

Competency Field
X – Construction

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Construct points and crossings
1.1 Work requirements are determined to identify scope of work and resources required
1.2 Delivered materials are checked for compliance with design
1.3 Assembly area is prepared
1.4 Structure is fabricated according to design specification if required to minimise on-site disruptions to on-site workflow, if applicable
1.5 Track layout is assembled in accordance with the specified design, manufacturer instructions and workplace procedures
1.6 Track layout dimensions, geometry and condition are checked for compliance with design
1.7 Track layout is prepared for transport to site in accordance with manufacturer instructions and workplace procedures
1.8 Track layout is transported to installation site using appropriate methods and equipment in accordance with
workplace requirements and procedures

2 **Install points and crossing**

2.1 Existing trackwork is removed from worksite

2.2 Track bed is prepared for installation of track layout in accordance with workplace procedures

2.3 New points and crossings are installed in accordance with specified design, manufacturers instructions and workplace procedures

2.4 Track layout dimensions, geometry, condition and operation are checked for compliance to standards in accordance with design, manufacturers instructions and workplace procedures

3 **Complete documentation**

3.1 Required documentation is completed in accordance with workplace procedures

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Relevant safety, OH&S and environmental procedures and regulations
- Workplace procedures for the installation of points and crossings
- Problems that may occur during the installation of points and crossings, and action that can be taken to report or resolve the problems
- Hazards that may exist during the installation of points and crossings, and ways of controlling the risks involved
- Features and principles of operation of points and crossings
- Measurement techniques
- Clearances and tolerances
- Rail bending techniques applied to points and crossing components
- Points and crossings acceptance standards
- Techniques for the installation of points and crossings
- Relevant communication systems and procedures
- Authorisation/approval processes and procedures
- Documentation and record keeping requirements

**Required skills:**

- Communicate effectively with others when installing points and crossings
- Read and interpret technical data, standards and drawings relevant to the installation of points and crossings
- Interpret and follow operational instructions and prioritise work when installing points and crossings
- Complete documentation related to the installation of points and crossings
• Operate electronic communication equipment to required protocol
• Work collaboratively with others when installing points and crossings
• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when installing points and crossings in accordance with regulatory requirements and workplace procedures
• Plan own work including predicting consequences and identifying improvements
• Monitor work activities in terms of planned schedule
• Modify activities depending on differing operational contingencies, risk situations and environments
• Work systematically with required attention to detail without injury to self or others, or damage to equipment
• Operate and adapt to differences in equipment in accordance with standard operating procedures
• Select and use hand tools, power tools and equipment
• Assemble track layouts to plans and specifications
• Use relevant plant and mechanised equipment
• Use appropriate equipment to make accurate measurements on points and crossings
• Select and use required personal protective equipment

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted: • by day or night  
• in all weather conditions

Work may be conducted in: • restricted spaces  
• exposed conditions  
• controlled or open environments

Work may involve: • exposure to chemicals, and dangerous or hazardous substances  
• movements of equipment, materials and vehicles

Points and crossing may include: • turnouts  
• diamond crossings  
• slips  
• catchpoints  
• expansion switches
Equipment may include:

- off-track plant, cranes
- mechanical lifting and handling devices
- rail mounted transporter vehicles
- hand tools and small plant
- rail saws, rail drills

Measurement equipment may include:

- measuring tapes
- stringline
- rail gauges (switch, crossing)
- gauge boards

Materials may include:

- track layout components
- rail jewellery
- sleepers/ties
- bearers

Crossings may include:

- fabricated
- Rail bound manganese
- monoblock
- Davis
- compound crossings
- swing nose
- spring wing type crossings
- single or dual gauge

Bearers may include:

- timber
- concrete
- steel
Components may include:

- switches
- crossings
- stockrails
- closure rails
- rail braces
- bearer plates
- bolts, clips
- studs/switch stops
- heel blocks
- housings
- anti-creep devices
- chairs
- switch rollers
- checkrails
- chocks
- manual points equipment

Fastenings may include:

- slip/friction
- resilient

Switch blades may be:

- asymmetrical
- conventional
- undercut
- housed

Heels of switches may be:

- fixed or flexible

Operations of switches may be:

- manual
- interlocked

Liaison may include:

- internal or external personnel from other work areas (e.g. signalling staff)

Communication systems may include:

- two-way radios
- telephones/mobile phones
- agreed audible or hand signals
Safety and personal protective equipment may include:

- high visibility clothing
- hearing protection
- gloves
- sunscreen
- sunglasses
- safety glasses
- dust mask
- insect repellent
- safety headwear
- safety footwear
- portable radios/mobile phones
- hand lamps
- flags
- safety devices

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- operational instructions, policies and workplace procedures
- local authority regulations and procedures
- works orders
- technical instructions, plans and specifications
- manufacturers or workplace equipment operation manuals and specifications
- emergency procedure manuals
- two-way radio/mobile phone operation procedures
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Information may be provided:

- electronically
- in writing, via forms/documents/plans
- orally, via face-to-face communications
Applicable regulations and legislation may include:

- legislated rail safety requirements including acts and regulations from each applicable state and territory together with any nationally approved compliance codes and/or guidelines
- relevant Australian Standards and related requirements including AS 4292
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - assembling track layout and checking dimensions, geometry and condition of assembled track
  - preparing track bed according to workplace procedures
  - installing points and/or crossings correctly
  - checking for correct operation of installed points and/or crossings

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including
workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment, and/or
  - in an appropriate range of situations in the workplace
TLIY1008A  Provide specialist integrated logistics support advice

Unit Descriptor
This unit covers the competency required to provide specialist advice related to integrated logistics support. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. The provision of advice may be verbal or in a written format and will relate specifically to issues that are encountered in integrated logistics support activity. It includes the requirement to identify the issues, provide advice, formulate options and select the preferred option to address identified issues. This unit of competency specifically addresses advice that is relevant to integrated logistics support activity; it is not intended to cover technical advice that is provided in a broader context of the organisational endeavour or a professional discipline. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and analyse issue/s
1.1 Circumstances that require the provision of advice relating to integrated logistics support are observed, received and clarified
1.2 Issue/s are identified and confirmed, if necessary, through consultation with relevant personnel
1.3 Circumstances are analysed and issue/s are interpreted and clearly defined
1.4 Research related to issue/s is conducted and advice of relevant personnel is sought to clarify findings that are unclear
2 Formulate options for integrated logistics support advice

2.1 Options related to the provision of advice are identified and evaluated
2.2 Options are prioritised and the preferred option/s is chosen

3 Provide specialist integrated logistics support advice

3.1 Advice is formulated and discussed with stakeholders
3.2 Stakeholder requirements are negotiated, documented and incorporated within proposed advice
3.3 Concluding advice is provided in accordance with ethical and practical guidelines and within specified resource constraints

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Analysis process
- Duty of care
- Information sources
- Materiel sustainment
- Organisational guidelines and standards
- Organisational policy and procedures
- Product knowledge related to systems and/or equipment in service in the organisation
- Professional codes of practice
- Research techniques
- Specialist knowledge in integrated logistics support
- Verbal communication techniques
- Written communication to a level required in the preparation of letters and reports

Required skills:
- Demonstrate a clear understanding of key issues and persuasively negotiate to ensure that integrated logistics support considerations are addressed
- Display insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of integrated logistics support information, present information confidently and select the appropriate medium for communication to influence a range of audiences
- Focus on gaining a clear understanding of others’ comments by listening and adapting to the audience to ensure that integrated logistics support considerations are addressed
- Identify, review and analyse information that may impact on the integrated logistics support program or may be impacted by the integrated logistics support program
- Liaise with stakeholders to harness information and opportunities that may impact on the integrated logistics support program
Prepare and present reports that may be complex and written, to inform and/or to succinctly present an argument to enable results to be achieved

Provide and receive feedback in a positive manner

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Advice may be:
- ad hoc
- by request
- formal or informal
- verbal or written
- and may include advice relating to:
  - acquisitions
  - disposal
  - inspections
  - in-service support
  - policy implementation
  - staff processes
  - technical manual development
  - trials and interoperability
  - transitional planning
  - transport

Ethical and practical guidelines must:
- comply with professional codes of practice (as applicable)

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - demonstrate clear communication of integrated logistics support information
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts
Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY108A Formulate materiel logistics strategies

Unit Descriptor
This unit covers the competency required to formulate materiel logistics strategies across the life cycle. These strategies are formulated to ensure that the materiel and materiel systems are able to meet their stated capability requirement. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Materiel logistics is the life cycle management of materiel to achieve the stated objectives of the capability managers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

This unit cannot be used in a qualification in which TLIY208A Contribute to materiel logistics strategies has been used.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse the materiel logistics environment

1.1 Operational concept of the materiel and materiel systems are analysed, and key factors and issues are identified for consideration and/or response

1.2 External and internal factors likely to impact on materiel logistics needs and capabilities are continually monitored and analysed

1.3 Key stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures

1.4 Legislation and organisational policy and procedures that may impact on materiel logistics activity are identified and analysed
2 **Develop materiel logistics strategies**

2.1 Consultation and negotiation with key stakeholders is conducted in accordance with organisational policy and procedures

2.2 Strategic objectives are defined and documented in materiel logistics strategies

2.3 Life cycle costing analysis of strategic options is undertaken and documented in accordance with organisational policy and procedures

3 **Establish priorities for materiel logistics strategies**

3.1 Strategic priorities are developed and documented that support the organisation’s materiel logistics objectives

3.2 Strategic priorities are analysed to ensure they reflect the capability requirements of key stakeholders, in accordance with organisational policy and procedures

3.3 Opportunities for strategic alliances and cooperative ventures are incorporated into the strategies

4 **Communicate materiel logistics strategies**

4.1 Strategies are explained to key stakeholders

4.2 Strategies are promoted across the organisation through a variety of communication channels, in accordance with organisational policy and procedures

5 **Evaluate materiel logistics strategies**

5.1 Materiel logistics strategies are regularly evaluated in accordance with organisational policy and procedures

5.2 Strategies are amended and documented in accordance with organisational policy and procedures

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Acquisition processes
- Business processes
- Capability performance measurement
- Codification and cataloguing processes
- External environment scanning relating to social, political economic and technological developments
- Industrial base capability
- Integrated logistics support
- International agreements and arrangements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
• Life cycle costing
• Logistics support analysis principles and processes
• Logistics governance
• Materiel logistics
• Materiel system components
• Organisational policy and procedures
• Outsourcing/in-sourcing
• Performance based logistics
• Performance management techniques
• Project management
• Strategic planning methodologies
• Supply chain concepts
• Technical regulation
• Value chain concepts

Required skills:
• Align materiel logistics strategy to the strategic objectives of the organisation
• Analyse materiel logistics information to determine where internal and external factors impact on the materiel logistics environment, and adjust strategic planning activities accordingly
• Apply project management knowledge in formulating materiel logistics strategies
• Build and sustain positive relationships with team members, stakeholders and clients
• Commit to action, even in cases of limited information and conditions of uncertainty
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Display resilience by continuing to move forward despite criticism or setbacks
• Effectively manage materiel logistics contracts and their deliverables
• Exercise judgement by using intelligence and commonsense to shape strategic thinking
• Identify, assesses, and prioritises competing objectives
• Manage time, and prioritise work to ensure objectives are met in accordance with required schedule
• Prepare complex and sensitive material; present information confidently; and select the appropriate medium for maximum communication effect to influence a range of audiences
• Review and analyse performance measurement data to guide and direct the team to ensure objectives are measured against defined parameters
• Source information on best practice approaches adopted in both the public and private sectors, demonstrating an insight into how industry operates and the business drivers that influence industry with their dealings
• Undertake research and analysis about operational concepts and strategic objectives to determine the impacts on the materiel logistics environment
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel may include: all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes.

Key stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- integrated logistics support
- logistics support analysis
- organisational instructions and standards

Legislation may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Life cycle costing is:
- the sum total of all costs, both direct and indirect, incurred over the total life cycle from concept through to disposal. Life cycle costing includes capability/concept development, development test and evaluation, acquisition, operation and support and disposal costs

Strategic alliances and cooperative ventures may include:
- relatively enduring inter-organisational cooperative arrangements, involving flows and linkages that utilise resources and/or governance structures from autonomous organisations, for the joint accomplishment of individual goals linked to the corporate mission of each sponsoring organisation
Communication channels may include:
- electronic
- media
- plans
- publications
- verbal
- written

Processes for the evaluation may include:
- balanced score card measures
- conformance reports
- customer feedback
- gap analysis
- key performance indicators
- variance analysis

**EVIDENCE GUIDE**
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify and evaluate priorities, and adjust them as necessary to ensure they meet objectives
  - analyse and evaluate outcomes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
• Assessment of this unit of competency may include a combination of methods such as:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
TLIY1108A  Conduct logistics support analysis activities

Unit Descriptor
This unit covers the competency required to conduct logistics support analysis activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; maintenance of associated workplace networks; and stakeholder requirements. Logistics support analysis describes the process for identifying and analysing the functional supportability requirements consistent with the Integrated Logistics Support Program. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

1 Prepare to conduct logistics support analysis activities

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures

1.2 Effective relationships are developed with stakeholders through consultation

1.3 Legislation and organisational policy and procedures that may impact on logistics support analysis activities are identified and analysed

1.4 Sources of information relevant to logistics support analysis are identified and obtained in accordance with organisational policy and procedures

1.5 All personnel involved in logistics support analysis are briefed in accordance with standard procedures
### 2 Conduct logistics support analysis activities

2.1 Logistics support analysis methods and techniques appropriate to the area are employed in accordance with plans, schedules and standard procedures

2.2 Logistics support analysis activities are conducted and concluded within resource constraints

2.3 Logistics support analysis activities are implemented, monitored and amended based on changing circumstances in accordance with methodologies and procedures

2.4 Resources are allocated to logistics support analysis activities in accordance with the logistics support analysis plan and resource availability

### 3 Report on logistics support analysis activities

3.1 Logistics support analysis performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements

3.2 Logistics support analysis activities are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle in accordance with organisational policy and procedure

### 4 Maintain logistics support analysis records

4.1 Logistics support analysis records are completed in accordance with relevant policy and procedures

4.2 Logistics support analysis records are amended and documented in accordance with organisational policy and procedure

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Logistics support analysis processes
- Integrated logistics support processes
- Organisational policy and procedures related to logistics support analysis
- Organisational role relevant to logistics support analysis
- Product knowledge related to systems and/or equipment in service in the organisation
- Reliability, availability and maintainability
- Safety, legislative and statutory requirements relevant to logistics support analysis
- Written and oral communication to a level required in the preparation of correspondence and reports

**Required skills:**

- Apply logistics support analysis, integrated logistics support and project management knowledge relevant to work being performed
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration in conducting logistics support analysis activities
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify, review and analyse information that may impact on the logistics support analysis activities or that may be impacted by the logistics support analysis activities
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Manage time and prioritise work to ensure objectives are met in accordance with required schedule
• Undertake performance measurement to enable objectives to be measured against defined parameters
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include: • capability manager • contractors • customers • project managers • regulators • subordinates • supervisors • suppliers

Materiel may include: • all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include: • Australian Standards • International Standards • organisational instructions and standards

Legislation may include: • relevant federal, state and local government legislation and regulations
Sources of information may include:

- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
- standards
- supervisors
- suppliers

Personnel may include:

- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Logistics support analysis activities may include:

- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Resources may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- time
Methodologies and procedures may include:

- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- systems engineering

Compliance requirements may include:

- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

Life cycle may include:

- whole of a particular item/system/process, from identification of a capability need to capability disposal

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of integrated logistics support to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels
of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY1208A  Develop and review materiel sustainment plans

Unit Descriptor
This unit covers the competency required to develop and review materiel sustainment plans and associated subordinate plans to ensure efficient and effective delivery of materiel sustainment across the materiel and materiel system life cycle. The materiel sustainment plans document how the materiel or materiel system will be supported to ensure they meet the stated capability requirement. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify materiel sustainment requirements

1.1 Materiel sustainment planning requirements are identified in accordance with organisational policy and procedures

1.2 Sources of information relevant to materiel sustainment are identified and accessed in accordance with organisational policy and procedures

1.3 Standards and legislation applicable to materiel sustainment are identified and accessed

1.4 Specific materiel sustainment requirements are assessed against available information

1.5 Life cycle costing analysis of requirements is conducted in accordance with organisational policy and procedures

2 Prepare materiel sustainment plans

2.1 Organisational policy and procedures relevant to materiel sustainment requirements are identified and interpreted

2.2 Stakeholder consultation is conducted in accordance with relevant organisational policy and procedures

2.3 Materiel sustainment plans are developed in accordance with legislative requirements and organisational policy and procedures
2.4 Materiel sustainment plans are promulgated in accordance with organisational policy and procedures

3 Review materiel sustainment plans

3.1 Materiel sustainment plans are reviewed in accordance with relevant organisational policy and procedures

3.2 Required changes to materiel sustainment plans are identified and prepared in accordance with relevant organisational policy and procedures

3.3 Amendments to materiel sustainment plans are prepared and promulgated to relevant stakeholders or personnel in accordance with relevant organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Configuration management
- Contract management
- Industrial base capability
- Legislative and regulatory environment as it pertains to materiel logistics
- Life cycle costing
- Logistics governance
- Logistics support analysis principles and processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance based logistics
- Planning processes
- Procurement
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to materiel sustainment
- Supply chain
- Technical regulatory framework

Required skills:
- Apply materiel sustainment and project management knowledge in developing a plan
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of and determine, the strategic objectives of the organisation and identify long-term factors and external considerations that need to be taken into consideration when planning for materiel sustainment
• Display insight into how industry operates and the drivers that influence their dealings
• Display resilience by continuing to move forward despite criticism or setbacks
• Draw on information from a variety of sources using research, analysis and judgement to determine where internal and external factors impact on materiel sustainment requirements and adjust planning accordingly
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Undertake performance measurement to enable objectives to be measured against defined parameters
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel sustainment may include:
• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Organisational policy and procedures may include:
• Australian Standards
• International Standards
• logistics support analysis principles and processes
• organisational instructions and standards

Sources of information may include:
• conceptual documents
• contractors
• customers
• legislation
• managers
• peers
• plans
• policies
• publications
• reference material
• standards
• supervisors
• suppliers
Standards and legislation may include:
- Australian Standards
- International Standards
- organisational instructions and standards
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Life cycle costing is:
- the sum total of all costs, both direct and indirect, incurred over the total life cycle from concept through to disposal. Life cycle costing includes capability/concept development, development test and evaluation, acquisition, operation and support and disposal costs

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel sustainment plans may include:
- disposal
- facilities
- technical data
- training
- transitional plans

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this:
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
UNIT

- Analyse materiel sustainment requirements
- Adjust plans as necessary to ensure effective and efficient performance
- Initiate and efficiently monitor processes
- Initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

CONTEXT OF AND SPECIFIC RESOURCES FOR ASSESSMENT

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - Computer and relevant software
  - Legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - Plans
  - Workplace documentation

METHOD OF ASSESSMENT

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - Authenticated evidence from the workplace and/or training programs
  - Case studies
  - Demonstration
  - Feedback from supervisors and peers regarding the candidate’s ability
  - Observation
  - Portfolios
  - Projects
  - Questioning
  - Reviews or reports prepared by the candidate
  - Scenarios
  - Simulation or role plays
Develop materiel sustainment processes and procedures

Unit Descriptor
This unit covers the competency required to develop materiel sustainment processes and the attendant procedures, within the organisation. It includes anticipating and confirming the need for development, the development processes; gathering and analysing information; determining direction; and drafting, releasing and promoting the process. It includes the initial development of those procedures that are integral to the processes. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse the materiel sustainment environment

1.1 Operation of the materiel sustainment environment is analysed and key factors and issues are identified

1.2 External and internal factors likely to impact on materiel sustainment needs and capabilities are continually monitored and analysed

1.3 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities, in accordance with organisational policy and procedures

1.4 Legislation and organisational policy and procedures that may impact on materiel sustainment activity are identified and analysed

2 Develop materiel

2.1 Consultation and negotiation with stakeholders is conducted in
Develop materiel sustainment processes and procedures

2 Materiel sustainment processes and procedures for materiel and materiel systems are developed and documented in accordance with organisational policy and procedures

2.3 Costing analysis of options is undertaken and documented in accordance with organisational policy and procedures

2.4 Procedures required to support the processes are identified, developed and documented

2.5 Processes and procedures are approved in accordance with organisational policy and procedures

3 Communicate materiel sustainment processes and procedures

3.1 Stakeholders are fully informed of the outcomes, in accordance with organisational policy and procedures

3.2 Materiel sustainment processes and procedures are promulgated in accordance with organisational policy and procedures

3.3 Policy and procedures are promoted in accordance with relevant organisational policy and procedures

4 Review materiel sustainment processes and procedures

4.1 Performance systems are monitored and analysed to assess the impact of processes and procedures in achieving plans and targets

4.2 Materiel sustainment processes and procedures are reviewed in accordance with organisational policy and procedures

4.3 Required changes to materiel sustainment processes and procedures are identified and prepared in accordance with relevant organisational policy and procedures

4.4 Amendments to materiel sustainment policy and procedures are documented and promulgated to relevant stakeholders, in accordance with relevant organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

• Codification and cataloguing processes

• Contract management

• Logistics support analysis principles and processes

• Management processes

• Materiel sustainment

• Organisational policy and procedures

• Organisational role relevant to materiel sustainment

• Performance based logistics

• Product knowledge related to systems and/or equipment in service in the organisation
• Safety, legislative and statutory requirements relevant to materiel sustainment

**Required skills:**

• Apply materiel sustainment and project management knowledge in developing processes and procedures

• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved

• Demonstrate an understanding of the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when developing materiel processes and procedures

• Develop processes and procedures that can be readily understood by those responsible for action

• Display resilience by continuing to move forward despite criticism or setbacks; remain positive and respond to pressure in a controlled manner

• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals

• Undertake performance measurement to enable objectives to be measured against defined parameters

• Undertake research and analysis to determine internal and external factors that impact on the materiel sustainment program, and incorporate into processes and procedures accordingly

• Use appropriate information technology and software

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel sustainment may include:

• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedure may include:
- Australian Standards
- International Standards
- logistical support analysis
- organisational instructions and standards

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Costing may include the outlay or expenditure of:
- labour
- life cycle costs
- money
- resources
- time

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published
EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - analyse materiel sustainment environment
  - identify requirements for processes and procedures and adjust them as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
- scenarios
- simulation or role plays
### TLIY1408A  Manage materiel sustainment operations

#### Unit Descriptor
This unit covers the competency required to prepare for materiel sustainment operations, to manage those operations throughout the materiel life cycle and to report on those operations in the organisational environment. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

#### Competency Field
Y – Materiel Logistics

### ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Identify materiel sustainment management requirements</td>
<td>1.1 Sources of information relevant to materiel sustainment are identified and obtained in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>1.3 Materiel sustainment management requirements are defined and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>2 Develop materiel sustainment management strategies</td>
<td>2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.2 Materiel sustainment management strategies are developed and recorded taking into account materiel and/or materiel system in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td></td>
<td>2.3 Key performance indicators are developed and documented in accordance with organisational policy and procedures</td>
</tr>
</tbody>
</table>
2.4 Life cycle costing analysis processes are developed and documented in accordance with organisational policy and procedures

3 Apply materiel sustainment management strategies

3.1 Materiel sustainment risks and impacts are identified, recorded and managed
3.2 Materiel sustainment procedures are applied in accordance with legislative requirements
3.3 Management activities are carried out in accordance with organisational policy and procedures
3.4 Failures and variances to plan are documented, reported and managed in accordance with organisational policy and procedures
3.5 Participation and contribution to materiel sustainment activities are established and maintained

4 Review materiel sustainment operations

4.1 Performance systems and processes are monitored and analysed to assess progress in achieving plans and targets
4.2 Systems, procedures and records associated with documenting performance are managed in accordance with the organisation’s requirements
4.3 Materiel sustainment operations are reviewed in accordance with organisational policy and procedures
4.4 Changes required are identified and prepared in accordance with organisational policy and procedures
4.5 Amendments to materiel sustainment operations are incorporated into plans and promulgated to relevant stakeholders, in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Industrial base capability
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics governance
- Logistics support analysis principles and processes
- Management processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance based logistics
• Product knowledge related to systems and/or equipment in service in the organisation
• Safety, legislative and statutory requirements relevant to materiel sustainment

**Required skills:**

• Apply integrated logistics support and project management knowledge to relevant materiel sustainment operations
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Demonstrate an understanding of the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when managing materiel sustainment operations
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Manage obsolescence by ensuring implications of obsolescence are taken into consideration, and determining and implementing an obsolescence management strategy in accordance with policy and procedures
• Manage procurement activities occurring in the materiel sustainment environment
• Undertake performance measurement to enable objectives to be measured against defined parameters
• Undertake research and analysis to investigate internal and external factors that impact on the materiel sustainment program
• Use appropriate information technology and software

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:

• conceptual documents
• contractors
• legislation
• managers
• peers
• plans
• policies
• publications
• reference material
• standards
• supervisors
• suppliers
Materiel sustainment may include:

- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks.

Organisational policy and procedures may include:

- Australian Standards
- International Standards
- logistics support analysis
- organisational instructions and standards
- through life support

Stakeholders may include:

- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:

- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes.

Logistics support analysis is:

- the process for identifying and analysing the functional supportability requirements consistent with the goals of the Integrated Logistic Support program. Logistics Support Analysis also describes the process for the coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistics Support Analysis defines analytical process for the preparation for In-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)
Key performance indicators may include:
- costs
- milestones
- production
- resources
- scheduling
- timings

Life cycle costing is:
- the sum total of all costs, both direct and indirect, incurred over the total life cycle from concept through to disposal. Life cycle costing includes capability/concept development, development test and evaluation, acquisition, operation and support and disposal costs

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify and establish materiel sustainment operation processes
  - identify, acquire and adjust resources as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays

- legislation, guidelines, procedures and protocols relating to test and evaluation processes
- plans
- workplace documentation
TLIY1508A Establish supply chains

Unit Descriptor
This unit covers the competency required to establish and develop a strategy and model for supply chain management. The establishment and development of supply chains in the materiel system are an integral support to the stated capability requirement. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for materiel logisticians working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Determine the requirements of the supply chain
1.1 Components of the supply chain are identified and their links and inter-relationships are analysed in accordance with organisational policy and procedures
1.2 Communication, data access, information sharing and technology requirements for an integrated supply chain are determined
1.3 Requirements for collaborative planning, forecasting and tailored supply chains are identified
1.4 Supply chain requirements are documented in accordance with organisational policy and procedures

2 Determine a strategy for supply chain management
2.1 Strategies for the supply chain are determined that cover outsourcing, choice of suppliers and partners, re-shaping contractual relationships and the performance of the entire supply chain rather than individual supply chain segments
2.2 Strategy includes matching supplier capability to customer requirements including strategies to optimise electronic information sharing and inventory risk management
2.3 Strategies to build effective customer supplier relationships are identified
2.4 Performance management strategies include customer
satisfaction requirements across the supply chain continuum

2.5 Supply chain management strategy includes strategic alliances, electronic business and electronic data interchange

2.6 Strategy addresses legal, ethical and security issues relating to supply chain management

2.7 Strategy includes the integration of supply chain processes into existing business processes

3 Develop a model for supply chain management

3.1 Supply chain management options are researched, and strengths and weaknesses of each option are identified

3.2 Supply chain management models are investigated and their requirements are analysed and compared with the capability and culture of the supply chain

3.3 Model for supply chain management is developed that meets the needs of the organisation including information flow, collaborative planning and forecasting in accordance with the organisation’s supply chain management strategy

3.4 Supply chain management model is developed to support reduced inventory footprints, operating costs, faster cycle times and greater customer satisfaction rates

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Industrial base capability
- Integrated logistics support
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to supply chains
- Logistics governance
- Logistics support analysis principles and processes
- Materiel sustainment
- Performance based logistics
- Planning processes
- Product knowledge related to systems and/or equipment in service in the organisation
- Organisational policy and procedures
- Organisational role relevant to supply chains
- Safety, legislative and statutory requirements relevant to supply chains
- Supply chain concepts

Required skills:
• Analyse and evaluate information, and determine how it may be impacted by the supply chain or how the supply chain might be impacted by the information being considered
• Apply logistics and project management knowledge in establishing supply chains
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Demonstrate an understanding of and determine the strategic objectives of the organisation, and identify long-term factors and external considerations that need to be taken into consideration when establishing a supply chain
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify relevant information from the integrated logistics support program and materiel sustainment program that is relevant to the establishment of supply chains
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Source information on best practice approaches adopted in both the public and private sectors, demonstrating an insight into how industry operates and the business drivers that influence industry with their dealings
• Undertake performance measurement to enable objectives to be measured against defined parameters

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Supply chain may include:
  • cash flow
  • entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, freight, distribution
  • use of open and international supply chain management standards

Organisational policy and procedures may include:
  • Australian Standards
  • International Standards
  • logistics support analysis principles and processes
  • organisational instructions and standards

Data may include:
  • electronic catalogues
  • electronic data interchange (EDI)
  • inventory data
  • logistics databases
  • product shipment data
  • real-time warehouse inventory status
Technology requirements may include:

- information technology to smooth the flow of data
- radio frequency identification (RFID), barcoding and scanning technology
- wireless application protocol (WAP) to allow personnel to access logistics databases via handheld or palm-sized devices

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - analyse supply chain requirements
  - identify the requirements for plans and adjust them as necessary to ensure effective and efficient performance
  - initiate and efficiently monitor processes
  - initiate any remedial action required
  - communicate with stakeholders
  - prepare and provide relevant reports and documentation

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace
and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
TLIY1608A  Implement and monitor materiel sustainment plans

Unit Descriptor
This unit covers the competency required to implement and monitor materiel sustainment plans and associated subordinate plans. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify requirements for the provision of materiel sustainment plans
1.1 Sources of information relevant to materiel sustainment plans are identified and obtained in accordance with organisational policy and procedures
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures
1.3 Materiel sustainment plans are assessed against reviewed information

2 Implement materiel sustainment plans
2.1 Performance indicators and other criteria for measurement of achievement are developed
2.2 Materiel sustainment risks and impacts relevant to the plan are identified, reported and managed
2.3 Materiel sustainment plans are implemented in accordance with organisational policy and procedures
2.4 Participation and contribution to materiel sustainment activities is established and maintained in accordance with the schedule

3 Monitor and report on implementation of materiel sustainment
3.1 Materiel sustainment plans are monitored and regularly reviewed in accordance with organisational policy and procedures
plans

3.2 Plans are amended and documented in accordance with organisational policy and procedures
3.3 Performance measures are monitored to ensure they address all key aspects of organisational performance and meet the requirements of stakeholders
3.4 Performance data is analysed on a regular basis both in terms of the indicators and compliance with organisational policy and procedures
3.5 Strategic performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Configuration management
- Contract management
- Logistics support analysis principles and processes
- Materiel sustainment processes related to planning
- Organisational policy and procedures impacting on materiel sustainment
- Organisational role relevant to materiel sustainment
- Performance based logistics
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements
- Technical regulatory framework
- Written communication to a level required in the preparation of correspondence and reports

Required skills:
- Apply materiel sustainment and project management knowledge relevant to work being performed
- Develop and/or comply with procedures to implement and monitor materiel sustainment plans
- Display resilience by continuing to move forward despite criticism or setbacks, remain positive and respond to pressure in a controlled manner
- Ensure that there are mechanisms in place to monitor materiel sustainment plans
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Negotiate and communicate with key stakeholders (both internal and external), receive their input, and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Undertake performance measurement to enable objectives to be measured against defined parameters
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Materiel sustainment plans may include:
- disposal
- facilities
- finance
- obsolescence
- technical data
- training
- transitional plans

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- organisational instructions and standards

Performance indicators may include:
- costs
- milestones
- production
- resources
- scheduling
- timing
Materiel sustainment may include:

- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks.

Compliance requirements may include:

- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on implementation processes
  - analyse data and information
  - apply knowledge of materiel sustainment plans to assist in work and to guide problem solving

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
• Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
• Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
TLIY1708A Conduct materiel sustainment activities

Unit Descriptor

This unit covers the competency required to conduct materiel sustainment activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; and maintenance of associated workplace networks and stakeholder requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field

Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Perforamnce criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to conduct materiel sustainment activities

1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures

1.2 Effective relationships are developed with stakeholders through consultation

1.3 Legislation and organisational policy and procedures that may impact on materiel sustainment activities are identified and analysed

1.4 Sources of information relevant to materiel sustainment activities are identified and obtained, in accordance with organisational policy and procedures

1.5 All personnel involved in materiel sustainment are briefed in accordance with standard procedures

2 Conduct materiel sustainment activities

2.1 Materiel sustainment methods and techniques appropriate to the area are employed, in accordance with plans, schedules and standard procedures

2.2 Materiel sustainment activities are conducted and concluded within resource constraints

2.3 Materiel sustainment activities are implemented, monitored and amended based on changing circumstances in accordance
with methodologies and procedures

2.4 Resources are allocated to materiel sustainment in accordance with materiel sustainment plan and resource availability

3 Report on materiel sustainment activities

3.1 Materiel sustainment performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements

3.2 Materiel sustainment activities are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle, in accordance with organisational policy and procedures

4 Maintain materiel sustainment records

4.1 Materiel sustainment records are completed in accordance with relevant policy and procedures

4.2 Materiel sustainment records are amended and documented in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Materiel sustainment processes
- Organisational policy and procedures related to materiel sustainment
- Organisational role relevant to materiel sustainment
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to materiel sustainment
- Written and oral communication to a level required in the preparation of correspondence and reports

Required skills:
- Analyse and evaluate information, and determine how it may be impacted by the materiel sustainment activities or how materiel sustainment activities might be impacted by the information being considered
- Apply materiel sustainment and project management knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Manage time and prioritise work to ensure objectives are met in accordance with required schedule
- Negotiate and communicate with key stakeholders (both internal and external), receive their input, and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Stakeholders may include:**
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers

**Organisational policy and procedures may include:**
- Australian Standards
- International Standards
- organisational instructions and standards

**Legislation may include:**
- relevant federal, state and local government legislation and regulations

**Materiel sustainment may include:**
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Sources of information may include:

- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
- standards
- supervisors
- suppliers

Materiel sustainment activities may include:

- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Personnel may include:

- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Resources may include:

- information technology applications and tools
- financial
- infrastructure
- personnel
- time

© Commonwealth of Australia 2009
TL107 Transport and Logistics Training Package (Version 3)
To be reviewed by 2010
Methodologies and procedures may include:
- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- systems engineering

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- regulatory
- organisational policy

Life cycle may include:
- whole of a particular item/system/process, from identification of a capability need to capability disposal

Materiel sustainment records may include:
- databases
- files
- finance systems
- logistics information technology systems
- logistics systems
- registers
- spreadsheets
- technical data systems

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of materiel sustainment to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
o computer and relevant software
o legislation, guidelines, procedures and protocols relating to test and evaluation processes
o plans
o workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY1808A Apply materiel sustainment processes and procedures

Unit Descriptor
This unit covers the competency required to apply materiel sustainment processes and procedures. The application of processes and procedures is specific to a variety of component processes including: materiel sustainment administrative procedures, materiel sustainment data collection and storage, and materiel sustainment data retrieval. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to apply materiel sustainment processes and procedures

1.1 Requirement for application of processes and procedures is identified from work requests/instructions and is confirmed

1.2 Occupational health and safety requirements, including those contained in organisation procedures, are applied throughout the operation

1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures

1.4 Sources of information relevant to materiel sustainment requirements are identified and obtained in accordance with organisational policy and procedures

2 Apply materiel sustainment processes and procedures

2.1 Materiel sustainment activities are conducted and concluded within resource constraints

2.2 Materiel sustainment activities are implemented, monitored and amended based on changing circumstances in accordance with organisational policy and procedures

3 Monitor and report on materiel sustainment processes and procedures

3.1 Materiel sustainment outcomes are reported in accordance
materiel sustainment processes and procedures

3.2 Materiel sustainment activities are monitored and reviewed to ensure systems and/or equipment capability is maintained in accordance with organisational policy and procedures

4 Maintain records for materiel sustainment processes and procedures

4.1 Materiel sustainment records are completed in accordance with organisational policy and procedures

4.2 Materiel sustainment records are amended and documented in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Materiel life cycle
- Materiel sustainment administrative procedures
- Materiel sustainment data collection and storage requirements
- Materiel sustainment data retrieval procedures
- Organisational role relevant to materiel sustainment
- Safety, legislative and statutory requirements relevant to materiel sustainment
- Written communication to a level required in the preparation of letters and reports

Required skills:
- Apply materiel sustainment knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems relevant to materiel sustainment activities
- Use appropriate information technology and software

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- Defence
- enterprises that work in materiel sustainment
- other government departments or instrumentalities that work with materiel
Materiel sustainment may include:

- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks.

Organisational policy and procedures may include:

- Australian Standards
- International Standards
- organisational instructions and standards

Materiel sustainment activities may include:

- administrative procedures
- data collection and storage
- data retrieval

Resources may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- time
- transport

Materiel sustainment records may include:

- databases
- files
- finance systems
- logistics information technology systems
- logistics systems
- registers
- spreadsheets
- technical data systems

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  o adhere to and apply relevant data collection, storage and retrieval requirements
  o apply knowledge of materiel sustainment to assist in work and to guide problem solving

- Competency should be demonstrated over time and should be observed in a range of actual or simulated
work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY1908A  Provide specialist materiel sustainment advice

Unit Descriptor
This unit covers the competency required to provide specialist advice related to materiel sustainment. The provision of advice may be verbal or in a written format and will relate specifically to issues that are encountered in materiel sustainment activity. It includes the requirement to identify the issues, provide advice, formulate options and select the preferred option to address identified issues. This unit of competency specifically addresses advice that is relevant to materiel sustainment activity; it is not intended to cover technical advice that is provided in a broader context of the organisational endeavour or a professional discipline. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and analyse issue/s
1.1 Circumstances that require the provision of advice relating to materiel sustainment are observed, received and clarified
1.2 Issue/s are identified and confirmed, if necessary, through consultation with relevant personnel
1.3 Circumstances are analysed and issue/s are interpreted and clearly defined
1.4 Research related to issue/s is conducted and advice of relevant personnel is sought to clarify findings that are unclear

2 Formulate options for materiel sustainment advice
2.1 Options related to the provision of advice are identified and evaluated
2.2 Options are prioritised and preferred option/s is chosen

3 Provide specialist materiel sustainment
3.1 Advice is formulated and discussed with stakeholders
3.2 Stakeholder requirements are negotiated, documented and
advice incorporated within proposed advice

3.3 Concluding advice is provided in accordance with ethical and practical guidelines and within specified resource constraints

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Analysis process
- Duty of care
- Information sources
- Organisational guidelines and standards
- Organisational policy and procedures
- Product knowledge related to systems and/or equipment in service in the organisation
- Professional codes of practice
- Research techniques
- Specialist knowledge in materiel sustainment
- Verbal communication techniques
- Written communication to a level required in the preparation of letters and reports

Required skills:
- Approach negotiations with a clear understanding of key issues and persuasively negotiate to ensure that materiel sustainment considerations are addressed
- Display insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of materiel sustainment advice, present information confidently and select the appropriate medium for communication to influence a range of audiences
- Focus on gaining a clear understanding of others’ comments by listening and adapting to the audience to ensure that materiel sustainment considerations are addressed
- Identify, review and analyse information that may impact on the materiel sustainment program or may be impacted by the materiel sustainment program
- Liaise with stakeholders to harness information and opportunities that may impact on the materiel sustainment program
- Prepare and present reports that may be complex, to inform and/or to succinctly present an argument to enable results to be achieved
- Provide and receive feedback in a constructive manner
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Advice may be:
- ad hoc
- by request
- formal or informal
- verbal or written
- and may include advice relating to:
  - acquisitions
  - disposal
  - in-service support
  - inspections
  - policy implementation
  - staff processes
  - technical manual development
  - trials and interoperability
  - transitional planning
  - transport

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks

Ethical and practical guidelines must:
- comply with professional codes of practice (as applicable)

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - demonstrate clear communication of materiel sustainment information
  - demonstrate understanding of personal role
in relation to wider organisational or project context

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY2008A  Develop and review configuration management plans

Unit Descriptor
This unit covers the competency required to develop and review configuration management plans and associated subordinate plans to ensure efficient and effective delivery of configuration management across the materiel and materiel system life cycle. Configuration management plans document how the materiel or materiel system will be supported to ensure they meet the stated capability requirement. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for configuration management specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and analyse configuration management requirements

1.1 Configuration management planning requirements are identified in accordance with organisational policy and procedures

1.2 Sources of information relevant to configuration management are identified and accessed in accordance with organisational policy and procedures

1.3 Standards and legislation applicable to configuration management are identified and accessed

1.4 Specific configuration management requirements are assessed against available information

1.5 Analysis of resource requirements is conducted in accordance with organisational policy and procedures
2 Prepare configuration management plans

2.1 Stakeholder consultation is conducted in accordance with relevant organisational policy and procedures
2.2 Organisational policy and procedures relevant to configuration management requirements are identified and interpreted
2.3 Configuration management plans are developed in accordance with legislative requirements and organisational policy and procedures
2.4 Configuration management plans are promulgated in accordance with organisational policy and procedures

3 Review configuration management plans

3.1 Configuration management plans are evaluated in accordance with relevant organisational policy and procedures
3.2 Required changes to configuration management plans are identified and prepared in accordance with relevant organisational policy and procedures
3.3 Amendments to configuration management plans are prepared and promulgated to relevant stakeholders or personnel in accordance with relevant organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Configuration management
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics governance
- Organisational policy and procedures
- Organisational role relevant to configuration management
- Planning processes
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to configuration management
- Sustainment

Required skills:

- Apply configuration management and project management knowledge relevant to planning
- Consult and negotiate effectively with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall configuration management planning objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
- Draw on information from a variety of sources using research, analysis and judgement to identify and develop configuration management plans
- Identify, review and analyse information that may impact on configuration management planning, or may be impacted by configuration management planning
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement relevant to configuration management planning to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Organisational policy and procedures may include:**
- Australian Standards
- International Standards
- organisational instructions and standards

**Sources of information may include:**
- conceptual documents
- contractors
- customers
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

**Standards and legislation may include:**
- Australian Standards
- International Standards
- organisational instructions and standards
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements
Resource requirements may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- time
- transport

Stakeholders may include:

- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Configuration management plans may include:

- delegations
- instructions
- manuals
- processes

Promulgated include:

- authorised
- documented
- endorsed
- issued
- published

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for plans and adjust them as necessary to ensure effective and efficient performance
  - initiate and efficiently monitor processes
  - initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated...
work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY208A Contribute to materiel logistics strategies

Unit Descriptor
This unit covers the competency required to provide input to the development of materiel logistics strategies by employees, or others, who are not directly responsible for the development process itself. It includes contributions to the consultative, validation and review phases and the provision of feedback on the process. Materiel system is a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Materiel logistics is the life cycle management of materiel to achieve the stated objectives of the capability managers. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

This unit cannot be used in a qualification in which TLIY108A Formulate materiel logistics strategies has been used.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse the materiel logistics environment
1.1 Stakeholders are identified and consulted on materiel needs and capabilities in accordance with organisational policy and procedures
1.2 Effective relationships are developed with stakeholders through consultation
1.3 Legislation and organisational policy and procedures that may impact on materiel logistics activity are identified and analysed
1.4 Key factors and issues that have been identified from the operational concept of the materiel and materiel system are reviewed
2 Establish priorities for materiel logistics strategies

2.1 Organisation’s objectives are stated clearly and in measurable terms
2.2 Strategies are developed in the context of meeting chosen product differentiation and cost structure objectives in accordance with logistics support analysis principles
2.3 Materiel logistics activities are introduced, consistent with the strategic direction and costing

3 Review strategic performance

3.1 Performance indicators and other criteria for measurement of achievement are developed and documented
3.2 All key aspects of organisational performance are addressed in performance measures, to meet the interests of stakeholders
3.3 Performance data is analysed on a regular and planned basis, in terms of the indicators, performance standards and in accordance with organisational policy and procedures
3.4 Strategic performance is reported in accordance with organisational policy and procedures
3.5 Objectives and strategies are reviewed, revised and documented where necessary

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Acquisition processes
- Business processes
- Capability performance measurement
- Codification and cataloguing processes
- External environment scanning relating to social, political, economic and technological developments
- Industrial base capability
- Integrated logistics support
- International agreements and arrangements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
- Life cycle costing
- Logistics governance
- Logistics support analysis principles and processes
- Materiel logistics
- Materiel system components
- Organisational policy and procedures
- Outsourcing/in-sourcing
• Performance based logistics
• Project management
• Strategic planning methodology
• Supply chain concepts
• Technical regulation
• Value chain concepts

**Required skills:**
• Analyse materiel logistics information to determine where internal and external factors impact on the materiel logistics environment, and adjust strategic planning activities accordingly
• Apply project management knowledge in contributing to materiel logistics strategies
• Build and sustain positive relationships with team members, stakeholders and clients
• Commit to action even in cases of limited information and conditions of uncertainty
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Display resilience by continuing to move forward despite criticism or setbacks
• Exercise judgement by using intelligence and commonsense to shape strategic thinking
• Identify, assess, and prioritise competing objectives to facilitate development of the overall materiel logistics strategy
• Manage time and prioritise work to ensure objectives are met in accordance with required schedule
• Prepare complex and sensitive material, present information confidently and select the appropriate medium for maximum communication effect to influence a range of audiences
• Source information on best practice approaches adopted in both the public and private sectors, demonstrating an insight into how industry operates and the business drivers that influence industry with their dealings
• Undertake research and analysis to determine operational concepts and strategic objectives and to identify impacts on the materiel logistics environment
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- employees
- government agencies
- owners
- project managers
- regulators
- subordinates
- supervisors
- suppliers

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- organisational instructions and standards

Legislation may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Strategies may include:
- long-term plans which will guide the organisation in achieving its mission

Product may include:
- materials, parts, components, subassemblies, assemblies and equipment. The term product can encompass a family of products. A family of products is defined as all products of the same classification, design, construction, material, type, produced with the same production facilities, processes and quality of material, under the same management and quality controls, but having the acceptable variety of physical and functional characteristics defined and specified in the applicable engineering documentation
Logistics support analysis is: the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistic support analysis also describes the process for coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistic support analysis defines analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation).

Performance indicators may include: series of measurements/targets for each of the key result areas of the strategies.

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for contribution and adjust them as necessary to ensure they meet objectives
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts.

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a
combination of methods such as:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
### TLIY2108A

**Manage configuration management processes**

**Unit Descriptor**
This unit covers the competency required to prepare for configuration management processes, to manage those processes throughout the materiel life cycle and to report on those processes in the organisational environment. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
This unit was developed for configuration management specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

**Competency Field**
Y – Materiel Logistics

---

### ELEMENT

Elements describe the essential outcomes of a unit of competency.

#### PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1. **Identify configuration management requirements**
   1.1 Sources of information relevant to configuration management are identified and obtained in accordance with organisational policy and procedures
   1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures
   1.3 Configuration management requirements are defined and documented in accordance with organisational policy and procedures

2. **Develop configuration management strategies**
   2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures
   2.2 Configuration management strategies are developed and recorded in accordance with organisational policy and procedures
   2.3 Key performance indicators are developed and documented in accordance with organisational policy and procedures
   2.4 Analysis of resource processes is developed and documented
3 **Apply configuration management strategies**

- 3.1 Configuration management risks and impacts are identified, recorded and managed
- 3.2 Configuration management procedures are applied in accordance with legislative requirements
- 3.3 Configuration management activities are carried out in accordance with organisational policy and procedures
- 3.4 Failures and variances to plan are documented, reported and managed in accordance with organisational policy and procedures
- 3.5 Participation and contribution to configuration management activities is established and maintained

4 **Review configuration management processes**

- 4.1 Performance systems and processes are monitored and analysed to assess progress in achieving plans and targets
- 4.2 Systems, procedures and records associated with documenting performance are managed in accordance with organisation’s requirements
- 4.3 Configuration management processes are reviewed in accordance with organisational policy and procedures
- 4.4 Changes required are identified and prepared in accordance with organisational policy and procedures
- 4.5 Amendments to configuration management processes are incorporated into plans and promulgated to relevant stakeholders in accordance with organisational policy and procedures

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Codification and cataloguing processes
- Configuration management principles and processes
- Industrial base capability
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics governance
- Management processes
- Organisational policy and procedures
- Organisational role relevant to configuration management
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to configuration management

**Required skills:**
• Apply configuration management and project management knowledge relevant to configuration management processes
• Demonstrate an understanding of the strategic objectives of the organisation and identifies and assesses potential alliances and effective strategies
• Display resilience by continuing to move forward despite criticism or setbacks
• Focus on clear communication of configuration management processes, present information confidently and select appropriate medium for communication to a range of audiences
• Identify, review and analyse information that may impact on configuration management processes, or may be impacted by configuration management processes
• Negotiate and communicate effectively with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall configuration management objectives are achieved
• Undertake research and analysis to identify and develop configuration management processes
• Use appropriate information technology and software for configuration management processes

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
• contractors
• conceptual documents
• legislation
• managers
• peers
• plans
• policies
• publications
• reference material
• standards
• supervisors
• suppliers

Organisational policy and procedures may include:
• Australian Standards
• International Standards
• logistical support analysis
• organisational instructions and standards
Stakeholders may include:

- capability managers
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Key performance indicators may include:

- costs
- milestones
- production
- resources
- timings
- scheduling

Resource processes may include:

- financial
- information technology applications and tools
- infrastructure
- personnel
- transport

Legislative requirements may include:

- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Promulgated may include:

- authorised
- documented
- endorsed
- issued
- published

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify and establish configuration
management operation processes

- identify, acquire and adjust resources as necessary to ensure effective/efficient performance of the processes
- initiate and efficiently monitor processes
- initiate any remedial action required
- effectively and efficiently manage configuration management operations

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY2208A Implement and monitor configuration management plans

Unit Descriptor
This unit covers the competency required to implement and monitor configuration management plans, including adjusting current and future activity, amending plans, acquiring resources, liaising with stakeholders and providing associated reports. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for configuration management specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify requirements for the provision of configuration management

1.1 Sources of information relevant to configuration management plans are identified and obtained in accordance with organisational policy and procedures

1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures

1.3 Configuration management plans are assessed against reviewed information

2 Implement configuration management plans

2.1 Performance indicators and other criteria for measurement of achievement are implemented

2.2 Configuration management risks and impacts relevant to the plan are identified, reported and managed

2.3 Configuration management plans are implemented in accordance with organisational policy and procedures

2.4 Participation and contribution to configuration management
Implement and monitor configuration management plans activities is established and maintained in accordance with the plan

3 **Monitor and report on implementation of configuration management plans**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Configuration management plans are monitored and regularly reviewed in accordance with organisational policy and procedure</td>
</tr>
<tr>
<td>3.2</td>
<td>Plans are amended and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Performance measures are monitored to ensure they address all key aspects of organisational performance and meet the interests of stakeholders</td>
</tr>
<tr>
<td>3.4</td>
<td>Performance data is analysed on a regular and planned basis, both in terms of the indicators and compliance with organisational policy and procedures</td>
</tr>
<tr>
<td>3.5</td>
<td>Performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements</td>
</tr>
</tbody>
</table>

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Configuration management
- Configuration management processes related to planning
- Organisational policy and procedures impacting on configuration management
- Organisational role relevant to configuration management
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements
- Technical regulatory framework
- Written communication to a level required in the preparation of correspondence and reports

**Required skills:**

- Apply configuration management and project management knowledge relevant to work being performed
- Demonstrate an understanding of the strategic objectives of the organisation, and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Implement processes to enable configuration management requirements to be effectively transitioned across the life cycle, including integrated logistics support considerations, and validation and verification activities
- Manage time and prioritise work to ensure objectives are met in accordance with the schedule
• Monitor processes to ensure that configuration management systems continue to enable the 
  operational requirements to be attained – this may include performance metrics
• Negotiate and communicate effectively with key stakeholders (both internal and external) and 
  resolve any potential areas of conflict or concern to ensure that overall configuration 
  management objectives are achieved

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and 
 situations that may affect performance.

Sources of information may include:
  • contractors
  • customers
  • legislation
  • managers
  • peers
  • plans
  • policies
  • publications
  • reference material
  • standards
  • supervisors
  • suppliers

Configuration management plans may include:
  • disposal
  • facilities
  • technical data
  • training
  • transitional plans

Organisational policy and procedures may include:
  • Australian Standards
  • International Standards
  • organisational instructions and standards

Performance indicators may include:
  • costs
  • milestones
  • production
  • resources
  • scheduling
  • timing
Compliance requirements may include:

- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on these processes
  - analyse data and information
  - apply knowledge of configuration management plans to assist in work and to guide problem solving

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers
regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
### TLIY2308A  Conduct configuration management activities

#### Unit Descriptor
This unit covers the competency required to conduct configuration management activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; and maintenance of associated workplace networks and stakeholder requirements. Materiel systems may include a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

#### Employability Skills
This unit contains employability skills.

#### Application of the Unit
This unit was developed for configuration management specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

#### Competency Field
Y – Materiel Logistics

#### ELEMENT
Elements describe the essential outcomes of a unit of competency.

#### PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Prepare to conduct configuration management activities** | 1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures  
1.2 Effective relationships are developed with stakeholders through consultation  
1.3 Legislation and organisational policy and procedures that may impact on configuration management activities are identified and analysed  
1.4 Sources of information relevant to configuration management activities are identified and obtained in accordance with organisational policy and procedures  
1.5 All personnel involved in configuration management activities are briefed in accordance with standard procedures |

| **2 Conduct configuration** | 2.1 Configuration management methods and techniques appropriate to the area are employed in accordance with plans, |
management activities

schedules and standard procedures

2.2 Configuration management activities are conducted and concluded within resource constraints

2.3 Configuration management activities are implemented, monitored and amended based on changing circumstances, in accordance with methodologies and procedures

2.4 Resources are allocated to configuration management activities in accordance with the configuration management plan and resource availability

3 Report on configuration management

3.1 Configuration management performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements

3.2 Configuration management reports are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle in accordance with organisational policy and procedures

4 Maintain configuration management records

4.1 Configuration management records are completed in accordance with relevant policy and procedures

4.2 Configuration management records are amended and documented in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Configuration management processes
- Organisational policy and procedures related to configuration management
- Organisational role relevant to configuration management
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to configuration management
- Technical regulatory framework
- Written and oral communication to a level required in the preparation of correspondence and reports

Required skills:

- Apply configuration management and project management knowledge relevant to work being performed
- Demonstrate an understanding of the strategic objectives of the organisation, and identify and assess potential alliances and effective strategies
- Display resilience by continuing to move forward despite criticism or setbacks
• Identify, review and analyse information that may impact on the configuration management program, or may be impacted by the configuration management program
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Manage time and prioritise work to ensure objectives are met in accordance with the schedule
• Negotiate and communicate effectively with key stakeholders (both internal and external), and resolve any potential areas of conflict or concern to ensure that overall configuration management objectives are achieved
• Undertake performance measurement relevant to configuration management to enable objectives to be measured against defined parameters
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
• capability manager
• contractors
• customers
• project managers
• regulators
• subordinates
• supervisors
• suppliers

Materiel may include:
• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include:
• Australian Standards
• International Standards
• organisational instructions and standards

Legislation may include:
• relevant federal, state and local government legislation and regulations

Configuration management activities may include:
• data and information analysis
• data and information management
• data and information retrieval
• identification of data and information
• reporting
• research
Sources of information may include:
- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
- standards
- supervisors
- suppliers

Personnel may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Resources may include:
- contractual
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Methodologies and procedures may include:
- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- systems engineering
Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

Life cycle may include:
- whole of a particular item/system/process, from identification of a capability need to capability disposal

Configuration management records may include:
- databases
- files
- information technology systems
- registers
- spreadsheets

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to and apply relevant data and information management processes
  - analyse data and information
  - apply knowledge of materiel configuration management to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands
such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
TLIY2408A  Apply configuration management processes and procedures

Unit Descriptor
This unit covers the competency required to apply configuration management processes and procedures. The application of processes and procedures is specific to a variety of component processes including: configuration management administrative procedures, configuration management data collection and storage, and configuration management data retrieval. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for configuration management specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

ELEMENT
PERFORMANCE CRITERIA
1 Prepare to apply configuration management processes and procedures
1.1 Requirements for application of processes and procedures are identified from work requests/instructions and are confirmed
1.2 Occupational health and safety requirements, including those contained in organisation’s procedures, are applied throughout the operation
1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures
1.4 Sources of information relevant to configuration management requirements are identified and obtained in accordance with organisational policy and procedures

2 Apply configuration management processes
2.1 Configuration management activities are conducted and concluded within resource constraints
2.2 Configuration management activities are implemented, monitored and amended based on changing circumstances in accordance with organisational policy and procedures

3 Monitor and report on configuration management processes and procedures

3.1 Configuration management outcomes are reported in accordance with organisational policy and procedures

3.2 Configuration management activities are monitored and reviewed to ensure systems and/or equipment capability is maintained, in accordance with organisational policy and procedures

4 Maintain records for configuration management processes and procedures

4.1 Configuration management records are maintained in accordance with organisational policy and procedures

4.2 Configuration management records are amended and documented in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Cataloguing and codification
- Configuration management administrative procedures
- Configuration management data collection and storage requirements
- Configuration management data retrieval procedures
- Materiel life cycle
- Organisation role relevant to configuration management
- Safety, legislative and statutory requirements relevant to configuration management
- Technical regulatory framework
- Written communication to a level required in the preparation of letters and reports

Required skills:
- Apply configuration management knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems relevant to configuration management activities
- Use appropriate information technology and software
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- Defence
- enterprises that work in configuration management
- other government departments or instrumentalities that work with materiel

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- organisational instructions and standards

Configuration management activities may include:
- configuration management administrative procedures
- configuration management data collection and storage
- configuration management data retrieval

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

Configuration management records may include:
- databases
- files
- registers
- spreadsheets

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  o adhere to apply relevant data collection, storage and retrieval requirements
  o apply knowledge of configuration management to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  o computer and relevant software
Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY2508A  Provide specialist configuration management advice

Unit Descriptor
This unit covers the competency required to provide specialist advice related to configuration management. The provision of advice may be verbal or in a written format and will relate specifically to issues that are encountered in configuration management activity. It includes the requirement to identify the issues, provide advice, formulate options and select the preferred option to address identified issues. This unit of competency specifically addresses advice that is relevant to configuration management activity; it is not intended to cover technical advice that is provided in a broader context of the organisational endeavour or a professional discipline. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report changes to processing and implementation status. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for configuration management specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

ELEMENT PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify and analyse issue/s

1.1 Circumstances that require the provision of advice relating to configuration management are observed, received and clarified

1.2 Issue/s are identified and confirmed, if necessary, through consultation with relevant personnel

1.3 Circumstances are analysed and issue/s are interpreted and clearly defined

1.4 Research related to issue/s is conducted and advice of relevant personnel is sought to clarify findings that are unclear
2 Formulate options for configuration management advice

2.1 Options related to the provision of advice are identified and evaluated
2.2 Options are prioritised and the preferred option/s is chosen

3 Provide specialist configuration management advice

3.1 Advice is formulated and discussed with stakeholders
3.2 Stakeholder requirements are negotiated, documented and incorporated within proposed advice
3.3 Concluding advice is provided in accordance with ethical and practical guidelines and within specified resource constraints

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Analysis process
- Duty of care
- Information sources
- Organisational guidelines and standards
- Organisational policy and procedures
- Product knowledge related to systems and/or equipment in service in the organisation
- Professional codes of practice
- Research techniques
- Specialist knowledge in configuration management
- Technical regulatory framework
- Verbal communication techniques
- Written communication to a level required in the preparation of letters and reports

Required skills:
- Approach negotiations with a clear understanding of key issues and persuasively negotiate to ensure that configuration management considerations are addressed
- Display an insight into how industry operates and the drivers that influence their dealings
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of configuration management advice, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify, review and analyse information that may impact on the configuration management program, or may be impacted by the configuration management program
- Liaise with stakeholders to harness information and opportunities that may impact on the configuration management program
- Prepare and present reports that may be complex, to inform and/or to succinctly present an argument to enable results to be achieved
- Use appropriate information technology and software
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Advice may be:
- ad hoc
- by request
- formal or informal
- verbal or written
- and may include advice relating to:
  - acquisitions
  - disposal
  - in-service support
  - inspections
  - policy implementation
  - staff processes
  - technical manual development
  - trials and interoperability
  - transitional planning
  - transport

Ethical and practical guidelines must:
- comply with professional codes of practice (as applicable)

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - demonstrate clear communication of configuration management information
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY2608A  Apply codification and cataloguing processes and procedures

Unit Descriptor

This unit covers the competency required to collect, analyse and catalogue codification data and information including identifying required codification information, analysing and preparing information for use, providing explanatory information, and cataloguing the information. Codification is the act of establishing and maintaining an item of supply identification and related data under a recognised cataloguing system and/or the national system of another country participating in international codification systems. Cataloguing is the act of recording and promulgating selected management data relating to the items of supply in recognised catalogues. The application of codification and cataloguing is specific to a variety of component processes including: materiel logistics administrative procedures, materiel logistics data collection and storage, and materiel logistics data retrieval. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills

This unit contains employability skills.

Application of the Unit

This unit was developed for codification and cataloguing specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field

Y – Materiel Logistics

ELEMENT

Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to apply codification and cataloguing processes and procedures

1.1 Requirement for application of codification and cataloguing processes and procedures is identified from work requests/instructions and is confirmed

1.2 Occupational health and safety requirements, including those contained in organisation’s procedures, are applied throughout the operation

1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures

1.4 Sources of information relevant to codification and cataloguing requirements are identified and obtained in
2 Apply codification processes and procedures

2.1 Codification information and data is collated and analysed in accordance with organisational policy and procedures
2.2 Research and analysis is conducted in accordance with codification requirements
2.3 Codification is established and confirmed in accordance with organisational policy and procedures

3 Apply cataloguing processes and procedures

3.1 Codification outcomes are interpreted and catalogued in accordance with organisational policy and procedures
3.2 Cataloguing activities are monitored and reviewed to ensure system capability is maintained in accordance with organisational policy and procedures

4 Maintain records for codification and cataloguing processes and procedures

4.1 Codification and cataloguing records are documented in accordance with organisational policy and procedures
4.2 Codification and cataloguing records are reviewed and updated in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Codification and cataloguing administrative procedures
- Codification and cataloguing data collection and storage requirements
- Codification and cataloguing data storage and retrieval procedures
- Configuration management
- Integrated logistics support
- Materiel life cycle
- Materiel sustainment
- Organisational role relevant to codification and cataloguing
- Safety, legislative and statutory requirements relevant to codification and cataloguing
- Technical regulatory framework
- Written communication to a level required in the preparation of letters and reports

**Required skills:**
- Analyse and interpret codification and cataloguing data to source information for external and internal sources
- Apply codification and cataloguing knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
• Draw on information from a variety of sources using research, analysis and judgement to identify information that needs to be incorporated into codification and cataloguing data
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
• Defence
• enterprises that require codification and cataloguing
• other government departments or instrumentalities that work with materiel

Organisational policy and procedures may include:
• Australian Standards
• International Standards
• organisational instructions and standards

Codification information and data may include:
• liaison
• manufacturer’s information
• physical descriptions
• technical drawings
• technical specifications

Cataloguing activities may include:
• administrative procedures
• data management
• data collection and storage
• data retrieval
• liaison

Codification and cataloguing records may include:
• databases
• files
• registers
• spreadsheets

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
• Assessment must confirm the ability to:
  o adhere to and apply relevant data collection, storage and retrieval requirements
  o apply knowledge of codification and cataloguing to assist in work and to guide
problem solving
• Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
• Competency should be assessed in the workplace or in a simulated workplace environment
• Access is required to:
  o computer and relevant software
  o legislation, guidelines, procedures and protocols relating to test and evaluation processes
  o plans
  o workplace documentation

Method of assessment
• Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
• Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
• Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
### TL0708A

**Assess maintenance spares and manage repairable items**

**Unit Descriptor**
This unit covers the competency required to assess spares and manage repairable items in maintenance activities while complying with relevant regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**
This unit contains employability skills.

**Application of the Unit**
This unit was developed for materiel sustainment specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

**Competency Field**
Y – Materiel Logistics

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| **1 Perform spares assessment activities** | 1.1 Organisation spares assessment and supply information systems are identified and applied  
1.2 Maintenance data, spares usage data and trends are monitored, and required holdings of spares are varied as required  
1.3 Spares availability problems are identified and strategies are determined to resolve problems  
1.4 Acceptable sources of suitable substitute parts are identified and requirements for documentation are specified in accordance with organisational policy and procedures  
1.5 Configuration management requirements are observed in spares assessing |
| **2 Manage repairable items** | 2.1 Maintenance and reliability data is monitored and changes to maintenance programs are proposed where necessary  
2.2 Documentation is raised to allocate repairable items to maintenance facilities in accordance with contractual requirements, and organisational policy and procedures  
2.3 Specific investigation or additional maintenance requirements are specified |
| **3 Maintain records** | 3.1 Data required for input to Integrated Logistics Support (ILS) |
records is provided where applicable

3.2 Systems, procedures and records associated with documenting performance are managed in accordance with the organisational requirements

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Configuration management
- Industrial base capability
- Integrated logistics support
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics governance
- Logistics support analysis principles and processes
- Management processes
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Performance based logistics
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to materiel sustainment

Required skills:
- Analyse and interpret assessment information to determine where internal and external factors impact on the assessment of spares and management of repairable items
- Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration
- Draw on information from a variety of sources using research, analysis and judgement to develop assessment requirements
- Effectively administer spares and services contracts and their deliverables
- Effectively consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake procurement activities occurring in the spares and repairable item environment
- Use appropriate information technology and software to assess and manage repairable items
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Spares assessment and supply information systems may be:
- developed within the organisation
- manual or computer-based
- proprietary systems purchased by the organisation

Suitable substitute parts may be identified from:
- drawings, standards and specifications in the case of piece parts and materials
- manufacturers’ catalogues and specifications in the case of complete components (items of products)
- modification data

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- logistics support analysis
- organisational instructions and standards

Repairable items may include:
- electrical system components
- electronic systems components
- engines and engine components
- hydraulic, pneumatic and fuel components
- instrument system components
- items of role equipment
- items of safety equipment
- mechanical components
- removable structural components

Investigation or additional maintenance requirements may include:
- compliance with directives or special technical instructions
- incident investigation
- modifications
- service bulletin compliance
- service difficulty (defect) report investigation
- warranty claims

ILS records may include:
- baselines for reliability, availability and maintainability
- failure modes, effects and criticality analysis
- life cycle costing data
- logistics support analysis plans
- logistics support analysis record data
EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - initiate and efficiently monitor processes
  - initiate any remedial action required
  - communicate with stakeholders
  - prepare and provide relevant reports and documentation
  - effectively and efficiently manage materiel sustainment operations
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
o scenarios
o simulation or role plays
TLIY2808A  Apply knowledge of logistics

Unit Descriptor
This unit covers the competency required to analyse and apply knowledge of logistics. The application of this knowledge is required by people who are not currently specialists in the field but need the knowledge to inform their decision making. The application of logistics knowledge is specific to a variety of component processes in logistical activities including the logistics support to operations, logistics support to capability and the application of logistics systems. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for emerging logistics specialists within Defence who need an understanding of the functions and activities of the wider organisation but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access and interpret relevant logistics information
1.1 Relevant logistics requirements are identified and obtained
1.2 Logistics information obtained is analysed to determine the relevance and application to the organisation
1.3 Outcomes of the analysis are formulated and recommendations relevant to logistics are determined

2 Use knowledge of logistics
2.1 Logistics requirements and recommendations relevant to work being conducted are applied in accordance with organisational policy and procedures
2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures
2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Logistics information or information systems
- Logistics knowledge relevant to the work performed
- Logistics relevant to logistics support to capability and logistics support to operations
- Safety, legislative and statutory requirements relevant to logistics

Required skills:
- Analyse and interpret logistics information to determine where internal and external factors impact on the logistics requirements, and adjust planning accordingly
- Consult and negotiate with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of key logistics information, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake research and analysis to determine where internal and external factors impact on logistics requirements, and adjust planning accordingly
- Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Logistics may include:
- logistics support to capability
- logistics support to operations and logistics systems

Organisation may include:
- Defence
- enterprises that work in logistics
- other government departments or instrumentalities that require logistics support

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- organisational instructions and standards

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to
- Assessment must confirm the ability to:
  - adhere to relevant logistics requirements
demonstrate competency in this unit

- apply knowledge of logistics to assist in work and to guide problem solving
- demonstrate understanding of personal role in relation to wider organisational or project context

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
**TLIY2908A**  
**Apply knowledge of integrated logistics support**

**Unit Descriptor**  
This unit covers the competency required to analyse and apply knowledge of integrated logistics support. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system with the aim of ensuring that operational and preparedness requirements are met, at a minimised life cycle cost, within regulatory, legislative and contractual constraints. The application of this knowledge is required by people who are not integrated logistics support specialists but who need the knowledge to inform their decision making. The application of integrated logistics support knowledge is specific to a variety of component processes in material logistics activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

**Employability Skills**  
This unit contains employability skills.

**Application of the Unit**  
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion, and judgement and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

**Competency Field**  
Y – Materiel Logistics

---

**ELEMENT**  
Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
</table>
| 1 Access and interpret relevant integrated logistics support information | 1.1 Relevant integrated logistics support requirements are identified and obtained  
1.2 Integrated logistics information obtained is analysed to determine the relevance and application to the organisation  
1.3 Outcomes of the analysis are formulated and recommendations relevant to integrated logistics support are determined |
| 2 Use knowledge of integrated logistics support | 2.1 Integrated logistics support requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures  
2.2 Effectiveness of the recommendations is assessed, reviewed |
and recorded in accordance with organisational policy and procedures

2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Integrated logistics support
• Materiel life cycle
• Safety, legislative and statutory requirements relevant to materiel and materiel systems
• Sustainment knowledge relevant to the work performed
• Sustainment relevant to materiel and materiel systems

Required skills:
• Analyse and interpret integrated logistics support information to determine where internal and external factors impact on the integrated logistics requirements, and adjust planning accordingly
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Display resilience by continuing to move forward despite criticism or setbacks
• Focus on clear communication of key integrated logistics support information, present information confidently and select the appropriate medium for communication to a range of audiences
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Undertake research and analysis to determine where internal and external factors impact on integrated logistics support requirements, and adjust planning accordingly
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include: • Defence
• enterprises that work in materiel logistics
• other government departments or instrumentalities that work with materiel
Materiel may include: • all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is: • the life cycle management of materiel to achieve the stated objectives of capability managers

Organisational policy and procedures may include: • Australian Standards • International Standards • organisational instructions and standards

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit • Assessment must confirm the ability to:
  o adhere to relevant integrated logistics support requirements
  o apply knowledge of integrated logistics support to assist in work and to guide problem solving
  o demonstrate understanding of personal role in relation to wider organisational or project context

• Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment • Competency should be assessed in the workplace or in a simulated workplace environment

• Access is required to:
  o computer and relevant software
  o legislation, guidelines, procedures and protocols relating to test and evaluation processes
  o plans
  o workplace documentation

Method of assessment • Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate

• Assessment methods should reflect workplace demands such as literacy and the needs of particular groups

• Assessment methods suitable for valid and reliable
assessment of this unit of competency may include a combination of methods such as:
- authenticated evidence from the workplace and/or training programs
- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate’s ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays
TLIY3008A  Apply knowledge of materiel sustainment

Unit Descriptor
This unit covers the competency required to analyse and apply knowledge of materiel sustainment. The application of this knowledge is required by people who are not materiel sustainment specialists but who need the knowledge to inform their decision making. The application of materiel sustainment knowledge is specific to a variety of component processes in material logistics activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access and interpret relevant materiel sustainment information

1.1 Relevant materiel sustainment requirements are identified and obtained

1.2 Materiel sustainment information obtained is analysed to determine the relevance and application to the organisation

1.3 Outcomes of the analysis are formulated and recommendations relevant to materiel sustainment are determined

2 Use knowledge of materiel sustainment

2.1 Materiel sustainment requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures

2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures

2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Contract management
- Materiel sustainment knowledge relevant to the work performed
- Materiel life cycle
- Materiel sustainment relevant to materiel and materiel systems
- Organisational policy and procedures
- Organisational role relevant to materiel sustainment
- Safety, legislative and statutory requirements relevant to materiel and materiel systems

Required skills:
- Analyse and interpret materiel sustainment information to determine where internal and external factors impact on the integrated logistics requirements, and adjust planning accordingly
- Consult and negotiate with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Draw on information from a variety of sources using research, analysis and judgement to determine where internal and external factors impact on materiel sustainment requirements and adjust planning accordingly
- Focus on clear communication of materiel sustainment information, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Materiel sustainment may include:
- the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Organisation may include:
- Defence
- enterprises that work in materiel logistics
- other government departments or instrumentalities that work with materiel

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:
- the life cycle management of materiel to achieve the stated objectives of the capability managers

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- organisational instructions and standards

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to relevant materiel sustainment requirements
  - apply knowledge of materiel sustainment to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels
of the candidate

- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY308A Develop and review integrated logistics support plans

Unit Descriptor
This unit covers the competency required to develop and review integrated logistics support plans and associated subordinate plans to ensure efficient and effective delivery of integrated logistics support across the materiel and materiel system life cycle. Integrated logistics support plans document how the materiel or materiel system will be supported to ensure they meet the stated capability requirement. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify integrated logistics support requirements

1.1 Integrated logistics support planning requirements are identified in accordance with organisational policy and procedures

1.2 Sources of information relevant to integrated logistics support are identified and accessed in accordance with organisational policy and procedures

1.3 Standards and legislation applicable to integrated logistics support are identified and accessed

1.4 Specific integrated logistics support requirements are assessed against available information

1.5 Life cycle costing analysis of requirements is conducted in accordance with organisational policy and procedures
2 Prepare integrated logistics support plans

2.1 Organisational policy and procedures relevant to integrated logistics support requirements are identified and interpreted
2.2 Stakeholder consultation is conducted in accordance with relevant organisational policy and procedures
2.3 Integrated logistics support plans are developed in accordance with legislative requirements and organisational policy and procedures
2.4 Integrated logistics support plans are promulgated in accordance with organisational policy and procedures

3 Review integrated logistics support plans

3.1 Integrated logistics support plans are reviewed in accordance with relevant organisational policy and procedures
3.2 Required changes to integrated logistics support plans are identified and prepared in accordance with relevant organisational policy and procedures
3.3 Amendments to integrated logistics support plans are prepared and promulgated to relevant stakeholders or personnel in accordance with relevant organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Industrial base capability
- Integrated logistics support
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics support analysis principles and processes
- Logistics governance
- Materiel sustainment
- Organisational policy and procedures
- Organisational role relevant to integrated logistics support
- Performance based logistics
- Planning processes
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to integrated logistics support
- Supply chain concepts

Required skills:
- Apply integrated logistics support and project management knowledge in planning
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration when planning for integrated logistics support
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Undertake performance measurement to enable objectives to be measured against defined parameters
• Undertake research and analysis to determine where internal and external factors impact on the integrated logistics support requirements, and adjust planning accordingly
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisational policy and procedures may include:
• Australian Standards
• International Standards
• logistics support analysis principles and processes
• organisational instructions and standards

Sources of information may include:
• conceptual documents
• contractors
• customers
• legislation
• managers
• peers
• plans
• policies
• publications
• reference material
• standards
• supervisors
• suppliers
Standards and legislation may include:

- Australian Standards
- International Standards
- organisational instructions and standards
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Life cycle costing is:

- the sum total of all costs, both direct and indirect, incurred over the total life cycle from concept through to disposal. Life cycle costing includes capability/concept development, development test and evaluation, acquisition, operation and support and disposal costs

Stakeholders may include:

- capability manager
- contractors
- customers
- project managers
- regulatory authorities
- subordinates
- supervisors
- regulators
- suppliers
- team members

Integrated logistics support plans may include:

- disposal
- facilities
- technical data
- training
- transitional plans

Promulgated may include:

- authorised
- documented
- endorsed
- issued
- published

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this:

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
unit

- identify the requirements for plans and adjust them as necessary to ensure effective and efficient performance
- initiate and efficiently monitor processes
- initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY3108A  Apply knowledge of configuration management

Unit Descriptor
This unit covers the competency required to analyse and apply knowledge of configuration management. Configuration management is a discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, and record and report change processing and implementation status. The application of this knowledge is required by people who are not configuration management specialists but who need the knowledge to inform their decision making. The application of configuration management knowledge is specific to a variety of component processes in material logistics activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Access and interpret relevant configuration management information
1.1 Relevant configuration management requirements are identified and obtained
1.2 Configuration management information obtained is analysed to determine the relevance and application to the organisation
1.3 Outcomes of the analysis are formulated and recommendations relevant to configuration management requirements are determined

2 Use knowledge of configuration management
2.1 Configuration management requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures
2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and
2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Integrated logistics support
- Configuration management knowledge relevant to the work performed
- Configuration management relevant to materiel and materiel systems
- Materiel life cycle
- Materiel sustainment
- Safety, legislative and statutory requirements relevant to materiel and materiel systems
- Technical regulatory framework

Required skills:
- Analyse and interpret configuration management information to determine where internal and external factors impact on the configuration management requirements, and adjust planning accordingly
- Consult and negotiate with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of configuration management information, present information confidently and select the appropriate medium for communication to a range of audiences
- Identify, interpret and analyse configuration management requirements relevant to work being performed
- Undertake research and analysis to determine where internal and external factors impact on configuration management requirements, and adjust planning accordingly
- Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- Defence
- Enterprises that work in materiel logistics
- Other government departments or instrumentalities that work
Materiel may include:

- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:

- the life cycle management of materiel to achieve the stated objectives of the capability managers

Organisational policy and procedures may include:

- Australian Standards
- International Standards
- organisational instructions and standards

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - adhere to relevant control and recording requirements
  - apply knowledge of compliance management to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable
assessment of this unit of competency may include a combination of methods such as:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
TLIY3208A  Apply knowledge of technical regulatory framework

Unit Descriptor
This unit covers the competency required to analyse and apply knowledge of the technical regulatory framework. The application of this knowledge is required by people who are not specialists of the technical regulatory framework but need the knowledge to inform their decision making. The application of technical regulatory framework knowledge is specific to a variety of component processes in material logistics activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for logistics specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT  PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Access and interpret relevant technical regulatory framework information
1.1 Relevant technical regulatory framework requirements are identified and obtained
1.2 Technical regulatory information obtained is analysed to determine the relevance and application to the organisation
1.3 Outcomes of the analysis are formulated and recommendations relevant to technical regulatory requirements are determined

2 Use knowledge of technical regulatory framework
2.1 Technical regulatory requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organisational policy and procedures
2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organisational policy and procedures
2.3 Recommendations are adjusted if required and documented for future application in accordance with organisational policy and procedures
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Configuration management
- Materiel life cycle
- Safety, legislative and statutory requirements relevant to materiel and materiel systems
- Technical regulatory framework knowledge relevant to the work performed
- Technical regulatory framework relevant to materiel and materiel systems

Required skills:
- Display resilience by continuing to move forward despite criticism or setbacks
- Focus on clear communication of technical regulatory information to a range of audiences
- Identify, interpret and analyse technical regulatory requirements relevant to work being performed
- Present technical regulatory information confidently and select the appropriate medium for communication
- Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Technical regulatory framework may include compliance in:
- environment
- safety
- suitability

Organisation may include:
- Defence
- enterprises that work in materiel logistics
- other government departments or instrumentalities that work with materiel

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Materiel logistics is:
- the life cycle management of materiel to achieve the stated objectives of the capability managers
Organisational policy and procedures may include:

- Australian Standards
- International Standards
- Organisational instructions and standards

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - Adhere to relevant compliance requirements
  - Apply knowledge of the technical regulatory framework to assist in work and to guide problem solving
  - Demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - Computer and relevant software
  - Legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - Plans
  - Workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - Authenticated evidence from the workplace and/or training programs
  - Case studies
  - Demonstration
  - Feedback from supervisors and peers regarding the candidate’s ability
  - Observation
  - Portfolios
0 projects
0 questioning
0 reviews or reports prepared by the candidate
0 scenarios
0 simulation or role plays
TLIY3308A  Apply technical regulatory framework compliance management systems

Unit Descriptor
This unit covers the competency required to apply and validate technical regulatory framework compliance management systems, processes and procedures established by an organisation to fulfil its obligations and responsibilities under applicable compliance requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for technical regulatory framework specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Prepare for compliance roles and responsibilities

1.1 Structure of the organisation is examined to identify the roles, authorities, accountabilities and responsibilities of the various managers and operational staff in maintaining compliance within the technical regulatory framework.

1.2 Technical regulatory framework compliance requirements applicable to the work area/operational unit are identified, confirmed and interpreted.

1.3 Specific responsibilities of the individual or team are identified and clarified.

1.4 Feedback and performance indicators on the operation of the technical compliance management processes and procedures are reviewed and agreed with the manager/team leader.

1.5 Appropriate briefings and training are undertaken to ensure jobholder is aware of roles and responsibilities within the planned technical regulatory framework compliance management system.

2 Apply technical compliance management system

2.1 Technical regulatory framework components of technical compliance management system are confirmed, and authorised procedures for their implementation are clarified.
2.2 Resources for the application of technical regulatory framework compliance management system are accessed and utilised in accordance with organisational policy and procedures

2.3 Implementation plan and schedule are accessed and applied in collaboration with managers and operations staff and in accordance with relevant technical regulatory framework

2.4 Essential technical regulatory framework preconditions for any duty, function or activity are confirmed before proceeding with designated or assigned work

3 Validate individual application of technical compliance management processes

3.1 Specified information on individual’s role and responsibilities within technical compliance management system is gathered from appropriate sources

3.2 Feedback and performance indicator satisfaction data is prepared, reviewed and processed in accordance with agreed workplace practices

3.3 Problems in the application of technical compliance management system and in particular any breach of compliance requirements are identified and appropriate action is initiated to address the problems concerned

3.4 Reports on any identified breaches of compliance requirements and related action taken are prepared and processed to the responsible authority/stakeholder

3.5 Records of technical regulatory framework activities are maintained in accordance with approved systems requirements

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Configuration management
- Elements of the technical regulatory framework compliance management systems including:
  - breach management policies and processes including the identification, classification, investigation, rectification and reporting of breaches in compliance requirements
  - compliance complaints handling systems
  - compliance related management information systems
  - compliance reporting procedures
  - continuous improvement processes for compliance including validation and review
  - corporate induction and training processes related to compliance
  - documentation of compliance requirements relevant to the specified work role/area
  - liaison procedures with relevant internal personnel on compliance related matters
  - processes for the internal promulgation of information on compliance requirements
o reporting processes on compliance including reports on breaches and rectification action
o specification of local work area compliance management functions, authorities, accountabilities and responsibilities under the technical regulatory framework
o techniques and performance indicators for validating the individual application of a compliance system

- Quantitative and qualitative data analysis techniques relevant to compliance applications
- Relevant Australian Standards and International Standards
- Sources of data relevant to compliance
- Techniques suitable for applying compliance related systems and activities

**Required skills:**
- Apply technical regulatory framework knowledge relevant to work being performed
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems relevant to technical regulatory framework activities
- Use appropriate information technology and software

**RANGE STATEMENT**
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

**Technical regulatory framework compliance requirements:**
- may include those authorised by the relevant technical regulatory framework and contained in implementation directions from internal authorities
- will be based on:
  o codes of practice
  o internal policies
  o organisational policy and procedures
  o standard operating procedures
  o standards

**Technical regulatory framework components may include:**
- configuration management
- design and design approval
- engineering including engineering change
- integrated logistics support
- logistics
- materiel sustainment
- procurement
- quality
Resources may include:

- access to appropriate technical expertise
- communication systems
- facilities
- financial
- human resources
- information technology capabilities and systems
- infrastructure
- time
- transport

Specified information may include:

- plans
- project plans
- standing instructions
- standard operating procedures
- work flow charts
- work instructions
- work procedures

Breaches may include:

- Defence Force Discipline Act
- penalties, which may include sanctions, suspension, loss of formal recognition or accreditation, and court determination in relation to criminal or civil cases
- Public Service Act
- relevant civil legislation and regulations
- relevant commercial legislation and regulations

Responsible authority/stakeholder may include:

- compliance management team (where relevant)
- compliance specialists at the operational level
- legal and business advisors and consultants with expertise in compliance management
- project sponsors
- representatives of professional associations and institutes relevant to the Defence organisation’s operations and sphere of business
- senior management team
- technical regulatory authorities

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to**

- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection,
demonstrate competency in this unit

- storage and retrieval requirements
  - apply knowledge of a technical regulatory framework compliance management system to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY3408A  Apply technical risk management systems and techniques

Unit Descriptor
This unit covers the competency required to assist with aspects of risk management in relation to the technical integrity of an organisation’s materiel. It specifically involves assisting in the planning, control and review of risks associated with the organisation’s materiel. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for technical regulatory framework specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1  Assist with risk analysis and planning

1.1 Contribution is made to identify and prioritise risks to the technical integrity of the organisation’s materiel

1.2 Within delegated technical/engineering authority, input is provided to develop risk management strategies and risk management plans within established guidelines

1.3 Established risk analysis methods, techniques and tools are used to assist in the analysis of risks in accordance with organisational plans

1.4 Reporting mechanisms for risks to technical integrity are incorporated, in accordance with organisational plans

2  Conduct risk control activities

2.1 Risk control activities are undertaken in accordance with organisational plans

2.2 Risks to technical integrity are acted on within technical/engineering authority or reported to others for response

2.3 Contribution is made to the implementation of agreed risk approaches and the amendment of plans to reflect the changing context

2.4 Opportunities are identified and reported for action in the
same way as risks

3 **Contribute to assessing risk management outcomes**

3.1 Contribution is made to the ongoing review of the technical integrity of organisational materiel to determine the effectiveness of risk management activities by accessing data and available information.

3.2 Risk management issues and responses are reported to others for lessons learned or application in future technical/engineering activities.

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Risk management as applied in a technical/engineering context, including principles, tools, techniques, standards and processes
- Technical regulatory framework, organisation’s engineering management plan and risk management plan

**Required skills:**

- Apply safety, legislative and statutory requirements relevant to technical risk management
- Apply technical risk management knowledge relevant to work being performed
- Interpret organisational role relevant to technical risk management
- Operate equipment and systems relevant to technical risk management activities
- Use appropriate information technology and software

**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Risks may include:

- actual
- likely/probable
- perceived
- potential
- sources of technical risk and associated documents may include:
  - design change
  - Engineering Management Plan
  - Risk Management Plan
  - appropriate standards
Delegated technical/engineering authority may include authority:
- appointed in accordance with the relevant technical regulatory framework
- subject to frequent change in a multi-disciplinary environment
- under limited guidance and supervision
- within agreed authorisation and limits
- within established organisational framework, procedures and routines

Risk analysis methods, techniques and tools may include:
- assisting in qualitative and/or quantitative risk analysis, such as schedule simulation, decision analysis, contingency planning and alternative strategy development
- using personal experience and/or subject matter experts
- using specialist risk analysis tools to assist in the decision making process

Organisational plans may include:
- engineer management plans
- risk management plans

Others may include:
- executive authorities
- higher project authorities
- other stakeholders
- project specialists or personnel
- regulatory authorities
- team members

Opportunities may include:
- better means of achieving a result
- changes in the regulatory framework or broader environment that offer scope for rescheduling activities to better effect
- efficiencies or methods to work more effectively, such as ways of shortening an activity
- improvements to technical integrity
- risk mitigation

Review may include:
- changes to technical regulatory authority
- technical integrity of organisation’s materiel
Data and information may include:
- financial data
- list of potential risk events (risk register/log)
- logistics data
- organisational files and records
- risk analysis and reappraisal
- risk diaries, incident logs, occurrence reports and other such documentation
- risk management lessons learned
- risk management plan
- technical data

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  o adhere to and apply relevant data collection, storage and retrieval requirements
  o apply knowledge of technical risk management systems to assist in work and to guide problem solving
  o demonstrate understanding of personal role in relation to wider organisational or project context
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts
- Consistency in performance and evidence that candidates have contributed to the management of risk within projects includes applying, within authority, the requirements of the job or work role in relation to:
  o implementing, monitoring, and successfully completing risk management activities
  o contributing to reports of results
  o completing work area housekeeping requirements including the documentation of risk management activity and process outcomes
  o identifying risk
  o controlling risks
  o developing risk management strategies
  o modifying activities to cater for variations in workplace context and environment
  o monitoring risks (with emphasis on variation management)
TLIY3408A  Apply technical risk management systems and techniques

- reviewing risk management within the project
- working and communicating effectively and positively with others involved in the work

**Context of and specific resources for assessment**

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY3508A  Maintain technical data and information

Unit Descriptor
This unit covers the competency requires to maintain the technical data and information of the organisation in good order on a day-to-day basis. It includes gathering together technical data and information that is subject to organisational updates, performing the required updates, retrieving reports from the data management system in response to a request, and monitoring those aspects which are relevant to the immediate business unit requirements.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for technical regulatory framework specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Collate technical data and information
1.1 Technical data and information which should be incorporated into the organisation’s records system are identified in accordance with the data and technical information management system
1.2 Technical data and information which should be incorporated into the organisation’s information systems is recorded in accordance with the requirements of the data and technical information management system
1.3 Technical data and information is sorted and catalogued in accordance with workplace requirements
1.4 Security and access requirements for technical data and information are adhered to in accordance with the management system

2 Update technical data and information system
2.1 Technical data and information which is of direct interest to the business unit is routinely monitored
2.2 New or revised technical data and information is identified and incorporated in accordance with authorised systems
2.3 Movement and use of the technical data and information is updated in accordance with authorised systems
2.4 Technical data and information system is updated accurately and within the timeframes set by authorised systems
2.5 Technical data and information is archived or disposed of in accordance with authorised systems

3 Prepare reports from organisation’s technical data management system

3.1 Request for reports is interpreted and clarification of content and frequency is sought where necessary
3.2 Reports are prepared from the organisation’s technical data management system in accordance with instructions or request
3.3 Format and style of reports are in accordance with organisational procedures
3.4 All reports from the organisation’s technical data management system are prepared within workplace requirements and in accordance with security and access procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Applicable standards
• Data management principles and processes including functional requirements for data management
• Relevant details of the technical regulatory framework, organisation engineering management plans and technical data management plan

Required skills:
• Apply technical data and information and project management knowledge in technical data and information systems
• Consult and negotiate effectively with stakeholders (both internal and external), receive their input and resolve any potential areas of conflict or concern to ensure that overall technical data and information systems objectives are achieved
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Implement processes to enable new technical data and information system requirements to be effectively transitioned across the life cycle – this includes integrated logistics support considerations, and validation and verification activities
• Monitor processes to ensure that the technical data and information systems continue to enable the operational requirements to be attained – this may include performance metrics
RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Data and technical information management system may include:

- allocating access/security status
- capturing structural and contextual metadata
- classifying and indexing items
- computer-based, paper-based, microfiche and manual systems
- generating and allocating unique identifiers to data items
- identifying and recording disposal status items
- identifying technical data and information creators
- links between technical data and information items
- locating and tracking items
- naming/titling items
- negotiating transfer of custody or ownership
- recording the use history of items

Workplace requirements may include:

- arrangements for disposal and archiving of technical data and information
- identifying disposal and/or archiving criteria
- numbering system or naming conventions for technical data and information
- timeframe for processing

Security and access requirements may include:

- intellectual property restrictions
- protection of privacy
- security restrictions
- trade secrets or commercial in confidence information
Monitoring technical data and information which is of direct interest to the business unit may include:

- audit trail or log of users and activity in systems
- compliance with access rules
- compliance with disposal procedures
- correct use of spelling, spacing and numbering
- data integrity
- disparity, sentencing difficulties or gaps in retention and disposal coverage
- disputes arising from matters, particularly access questions
- failures in tracking or increases in lost items
- input of metadata requirements
- legal precedents requiring changes to system/s
- records of authorisation of destruction
- reliability of optical character recognition techniques
- retention of records
- scanned clarity of images
- security
- space shortages
- storage standards maintenance
- volumes of actions or accumulations of records above or below anticipated levels

Authorised systems may include:

- applicable industry and international standards
- authorised data technical information management frameworks and systems
- engineering management plans (including technical data management plans and configuration management plans)
- relevant organisational instructions
- relevant technical regulatory framework
Reports may include:

- ad hoc reports
- part of a management solution for another support/operational function
- regular records management reports
- specific reports such as:
  - defect trends
  - design support network reviews
  - engineering delegations
  - engineering design
  - engineering instructions and standards
  - maintenance data
  - maintenance instructions
- system management reports

Format and style of reports may be:

- computer-generated
- formal
- informal
- manual

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on implementation processes
  - analyse data and information
  - apply knowledge of technical data and information plans to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

- Consistency in performance and evidence that candidates have taken responsibility for maintaining technical data and information includes applying, within authority, the requirements of the job or work role in relation to:
  - contributing to reports of results
  - completing work area housekeeping requirements including documenting technical data and information management
activity and process outcomes
\(\circ\) successfully maintaining technical data and information management systems
\(\circ\) modifying activities to cater for variations in workplace context and environment
\(\circ\) working and communicating effectively and positively with others involved in the workplace

**Context of and specific resources for assessment**

- **Context of assessment**
- Competency should be assessed in the workplace or in a simulated workplace environment
- **Specific resources for assessment**
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY3608A Manage and monitor technical data and information systems

Unit Descriptor
This unit covers the competency required to manage and monitor all technical data and information creation, capture, use and monitoring activities within the data management system. This competency occurs with the system framework established by others. It may also be used to review these processes and activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for technical regulatory framework specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMAEncR EERIANA
Elements describe the essential outcomes of a unit of competency.

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designate detailed technical data and information use, and maintenance responsibilities</td>
<td>1.1 Responsibilities for technical data and information use and maintenance activities are designated to staff in accordance with approved system framework, organisational policy and the abilities of individual staff</td>
</tr>
<tr>
<td></td>
<td>1.2 Rules for the operation of the system are devised in compliance with approved systems framework</td>
</tr>
<tr>
<td></td>
<td>1.3 Resources for approved budget period are allocated in accordance with policy and the strategic plan</td>
</tr>
<tr>
<td>Develop key performance indicators for technical data management activities</td>
<td>2.1 Measurable performance indicators are developed for technical data management activities in accordance with the authorised systems</td>
</tr>
<tr>
<td></td>
<td>2.2 Data management responsibilities of individual personnel/organisational units are identified and documented</td>
</tr>
<tr>
<td></td>
<td>2.3 Acceptable range of variation for compliance is determined based upon data management responsibilities, applicable data management system and organisation’s risk management analysis</td>
</tr>
</tbody>
</table>
3 Develop monitoring methodology

3.1 Methodology for monitoring the technical data management system’s rules, standards and procedures is developed based upon authorised systems.

3.2 Methodology developed includes timeframes involved, means of surveillance and form of reporting.

3.3 Methodology, performance criteria and the ranges of variation from the standards and rules are submitted to appropriate authority for approval.

4 Monitor a technical data management system

4.1 Monitoring is undertaken in accordance with approved timeframes and frequency.

4.2 Staff being monitored are notified in accordance with organisational policy and guidelines, where applicable.

4.3 Any variation from data management system’s framework, rule, standards and procedures that exceed the agreed limit is noted and details of the situation are recorded.

4.4 Where required, reports are provided to appropriate authority relating to technical data and information use and maintenance, and are in the required format, at the required intervals.

5 Identify and respond to problems and changes

5.1 Problems and changes requiring a systematic response are identified from monitoring reports and external events.

5.2 Recommendations are made for revisions to systems, procedures, and future (strategic) plans in response to identified variations, changes and problems.

5.3 Amendments to systems are devised and implementation is planned, in response to problems and changes that require a systemic response.

5.4 Recommendations for system amendments and the planning and implementation required are prepared, and approval is sought from appropriate authority.

5.5 Procedures for using technical data and information systems, and subsequent alterations and amendments to the procedures are authorised, ensuring that performance indicator parameters and access rules are adhered to.

6 Designate technical data and information creation and capture responsibilities

6.1 Responsibilities for technical data and information creation and capture activities are designated to staff in accordance with organisational policy.

6.2 Technical data and information creation and capture performance targets are set within the parameters of the technical data management plan.

6.3 Resources for the budget period are allocated in accordance with organisational policy and strategic plan.
REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Area of technical expertise
- Data management, standards, principles, process and functional requirements
- Details of the technical regulatory framework, organisation’s engineering management plans and the technical data management plan
- Established communication channels and protocols
- Organisational functions, structure and culture
- Organisational policy, strategies and procedures
- Organisation’s data management systems
- Organisation’s rules for the capture of, access to, and use and maintenance of, technical data and information
- Organisation’s technical classification scheme and language
- Problem identification and resolution
- Procedures for recording, reporting and maintaining workplace records and information
- Quality assurance principles and processes
- Work flow and business process re-engineering principles and practices

Required skills:
- Apply technical data and information and project management knowledge to technical data and information systems
- Consult and negotiate effectively with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall technical data and information systems objectives are achieved
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Implement processes to enable new technical data and information system requirements to be effectively transitioned across the life cycle – this includes integrated logistics support considerations, and validation and verification activities
- Monitor processes to ensure that the technical data and information systems continue to enable the operational requirements to be attained – this may include performance metrics

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Technical data and information may be:
- as specified and defined in the technical regulatory framework
- included either explicitly or implicitly in the established system framework
Approved system framework:

- is established by an approved authority and issued as the basis of all technical data and information management
- contains:
  - high level accountability and functional responsibilities
  - high level control/management requirements and protocols
  - key aspects of technical regulatory framework
  - outline of the structuring rules for repositories, cataloguing systems, security access systems, processes and software
  - protocols on functionality, maintainability and growth
  - technical context
  - technologies/standards

Rules may include:

- allocating access/security status
- capturing structural and contextual metadata
- classifying and indexing items
- generating and allocating unique identifiers to data items
- identifying and recording disposal status items
- identifying technical data and information creators
- links between technical data and information items
- locating and tracking items
- naming/titling items
- negotiating transfer of custody or ownership
- recording the use of history of items

Measurable performance indicators may include:

- those developed for specific tasks
- those incorporated in the data management system
- performance indicators that relate to:
  - disposal (percentage of data, unsentenced data, overdue for disposal action, functions/data not covered by disposal schedules)
  - parameters for tracking of technical data and information
  - retrieval and access (security and access rules, response to request time limits, service levels for requests)

Data management responsibilities may include:

- established systems framework
- organisation’s responsibility and accountability analysis
- system’s rules, standards and procedures
Identified and documented may include:
- established systems framework
- organisation’s responsibility and accountability analysis
- system’s rules, standards and procedures

Means of surveillance may include:
- examination of results (technical data and information)
- form/s of reporting
- real-time observation (security of process)
- statistical reports
- selected snapshots of the system

Appropriate authority may include:
- chief executive officer
- delegated individual
- external public authority
- nominated senior management representative
- senior management team
- technical/engineering authority

Monitoring may include:
- number of systems
- single data management system

Variation may include:
- increases or decreases in the use of particular technologies/standards
- variations from the data management system’s performance or capacity
- variations within the agreed limit but which are consistent

Reports may include:
- technical data and information capture
- technical data and information compliance
- technical data and information creation
- technical data and information maintenance
- technical data and information use

Problems and changes may include:
- changes in administrative changes to functions/activities
- changes to organisational structures
- legislative or technical regulatory changes
- technological change and implementation
Systemic may include:
- current technical data management systems
- technical systems (which generate technical data and information)
- storage facilities systems
- systemic changes which may include:
  - amendment to the classification system
  - bulk movement of technical data and information to control
  - migration of systems
  - new classification and control language
  - new disposal classes or retention periods
  - new organisational or business unit functions

Revisions may include:
- access rules and procedures
- classification and indexing schemes
- disposal schedules
- storage projections and requirements
- technical data and information specifications

Recommendations for system amendments may include:
- changes to/enforcement of procedures
- counselling of non-conforming individuals/business units
- disciplinary action

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - monitor and report on implementation processes
  - analyse data and information
  - apply knowledge of technical data and information plans to assist in work and to guide problem solving
  - demonstrate understanding of personal role in relation to wider organisational or project context

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
Method of assessment

• Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.

• Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.

• Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays
TLIY408A  Develop integrated logistics support processes and procedures

Unit Descriptor
This unit covers the competency required to develop integrated logistics support processes and the attendant procedures within the organisation. It includes anticipating and confirming the need for development, the development processes; gathering and analysing information; determining direction; and drafting, releasing and promoting the processes. It also includes the initial development of those procedures that are integral to the processes. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Analyse the integrated logistics support environment

1.1 Operation of the integrated logistics support environment is analysed and key factors and issues are identified

1.2 External and internal factors likely to impact on integrated logistics support needs and capabilities are continually monitored and analysed

1.3 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities, in accordance with
organisational policy and procedures
1.4 Legislation and organisational policy and procedures that may impact on integrated logistics support activity are identified and analysed

2 Develop integrated logistics support processes and procedures
2.1 Consultation and negotiation with stakeholders is conducted in accordance with organisational policy and procedures
2.2 Integrated logistics support processes for materiel and materiel systems are developed and documented in accordance with logistics support analysis principles
2.3 Costing analysis of options is undertaken and documented in accordance with organisational policy and procedures
2.4 Procedures required to support the processes are identified, developed and documented
2.5 Processes and procedures are approved in accordance with organisational policy and procedures

3 Communicate integrated logistics support processes and procedures
3.1 Stakeholders are fully informed of the outcomes, in accordance with organisational policy and procedures
3.2 Integrated logistics support processes and procedures are promulgated in accordance with organisational policy and procedures
3.3 Policy and procedures are promoted in accordance with relevant organisational policy and procedures

4 Review integrated logistics support processes and procedures
4.1 Performance systems are monitored and analysed to assess the impact of processes and procedures in achieving plans and targets
4.2 Integrated logistics support processes and procedures are reviewed in accordance with organisational policy and procedures
4.3 Required changes to integrated logistics support processes and procedures are identified and prepared in accordance with relevant organisational policy and procedures
4.4 Amendments to integrated logistics support policy and procedures are documented and promulgated to relevant stakeholders in accordance with relevant organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
- Codification and cataloguing processes
- Integrated logistics support
• International agreements
• Interoperability
• Logistics support analysis principles and processes
• Management processes
• Organisational policy and procedures
• Organisational role relevant to integrated logistics support
• Performance based logistics
• Product knowledge related to systems and/or equipment in service in the organisation
• Safety, legislative and statutory requirements relevant to integrated logistics support
• Supply chain concepts

**Required skills:**

• Apply integrated logistics support and project management knowledge in developing processes and procedures
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration when developing integrated logistics support processes and procedures
• Develop processes and procedures that can be readily understood by users
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Undertake performance measurement to enable objectives to be measured against defined parameters
• Undertake research and analysis to determine where internal and external factors impact on integrated logistics support processes and procedures, and adjust accordingly
• Use appropriate information technology and software
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedure may include:
- Australian Standards
- International Standards
- organisational instructions and standards

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Logistics support analysis is:
- the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistic support analysis also describes the process for coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistic support analysis defines analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)
Costing may include the outlay or expenditure of:
- labour
- life cycle costs
- money
- resources
- time

Promulgated may include:
- authorised
- documented
- endorsed
- issued
- published

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify the requirements for processes and procedures and adjust them as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

Method of assessment
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable
assessment of this unit of competency may include a combination of methods such as:

- authenticated evidence from the workplace and/or training programs
- case studies
- demonstration
- feedback from supervisors and peers regarding the candidate’s ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays
TLIY508A

Manage integrated logistics support operations

Unit Descriptor
This unit covers the competency required to prepare for integrated logistics support operations, to manage those operations throughout the materiel life cycle and to report on those operations in the organisational environment. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify integrated logistics support management requirements
1.1 Sources of information relevant to integrated logistics support are identified and obtained in accordance with organisational policy and procedures
1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures
1.3 Integrated logistics support management requirements are defined and documented in accordance with organisational policy and procedures

2 Develop integrated logistics support
2.1 Consultation with stakeholders is conducted in accordance with organisational policy and procedures
2.2 Integrated logistics support management strategies are developed and recorded taking into account materiel and/or materiel system, in accordance with organisational policy and procedures.

2.3 Key performance indicators are developed and documented in accordance with organisational policy and procedures.

2.4 Life cycle costing analysis processes are developed and documented in accordance with organisational policy and procedure.

3.1 Integrated logistics support risks and impacts are identified, recorded and managed.

3.2 Integrated logistics support procedures are applied in accordance with legislative requirements.

3.3 Management activities are carried out in accordance with organisational policy and procedures.

3.4 Failures and variances to plan are documented, reported and managed in accordance with organisational policy and procedure.

3.5 Participation and contribution to integrated logistics support activities is established and maintained.

4.1 Performance systems and processes are monitored and analysed to assess progress in achieving plans and targets.

4.2 Systems, procedures and records associated with documenting performance are managed in accordance with the organisation’s requirements.

4.3 Integrated logistics support operations are reviewed in accordance with organisational policy and procedures.

4.4 Changes required are identified and prepared in accordance with organisational policy and procedures.

4.5 Amendments to integrated logistics support operations are incorporated into plans and promulgated to relevant stakeholders, in accordance with organisational policy and procedures.

**REQUIRED KNOWLEDGE AND SKILLS**

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Industrial base capability
- Integrated logistics support
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics support analysis principles and processes
- Logistics governance
- Management processes
- Organisational policy and procedures
- Organisational role relevant to integrated logistics support
- Performance based logistics
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements relevant to integrated logistics support
- Supply chain concepts

**Required skills:**

- Apply integrated logistics support and project management knowledge in developing processes and procedures
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the organisation to identify long-term factors and external considerations that need to be taken into consideration when developing integrated logistics support processes and procedures
- Develop processes and procedures that can be readily understood by users
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Undertake research and analysis to determine where internal and external factors impact on integrated logistics support process and procedures, and adjust accordingly
- Use appropriate information technology and software
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- conceptual documents
- contractors
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- logistical support analysis
- organisational instructions and standards

Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Key performance indicators may include:

- costs
- milestones
- production
- resources
- scheduling
- timings

Life cycle costing is:

- the sum total of all costs, both direct and indirect, incurred over the total life cycle from concept through to disposal. Life cycle costing includes capability/concept development, development test and evaluation, acquisition, operation and support and disposal costs

Legislative requirements may include:

- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

Promulgated may include:

- authorised
- documented
- endorsed
- issued
- published

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify integrated logistics support operation processes
  - identify, acquire and adjust resources as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment

- Access is required to:
  - computer and relevant software
Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY608A  Manage verification and validation processes

Unit Descriptor
This unit covers the competency required to verify and validate integrated logistics support processes and to manage verification and validation processes within the organisation. Verification and validation is a generic term for the complete range of checks that are performed on a system in order to increase confidence that the system is suitable for its intended purpose. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self-sufficient in its intended operational environment. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify requirements for management strategies for verification and validation

1.1 Sources of information relevant to verification and validation are identified and obtained in accordance with organisational policy and procedures

1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures

1.3 Materiel verification and validation requirements are defined and documented

2 Develop management

2.1 Consultation with stakeholders is conducted in accordance
strategies for verification and validation

2.2 Verification and validation processes are developed and recorded taking into account materiel and/or materiel system, in accordance with organisational policy and procedures

3 Implement management strategies for verification and validation

3.1 Integrated logistics support risks and impacts relevant to verification and validation processes are identified, recorded and managed

3.2 Verification and validation processes are applied in accordance with legislative requirements

3.3 Activities are carried out in accordance with organisational policy and procedures

3.4 Participation and contribution to verification and validation process activities is established and maintained

4 Review management strategies for verification and validation

4.1 Integrated logistics support operations are reviewed in accordance with organisational policy and procedures

4.2 Changes required are identified and prepared in accordance with organisational policy and procedures

4.3 Amendments to integrated logistics support activities are incorporated and distributed to relevant personnel in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Codification and cataloguing processes
- Industrial base capability
- Integrated logistics support processes relevant to verification and validation processes
- International agreements
- Interoperability
- Legislative and regulatory environment as it pertains to materiel logistics
- Logistics support analysis principles and processes
- Logistics governance
- Organisational policy, plans and procedures relevant to verification and validation processes
- Organisational role relevant to verification and validation processes
- Performance based logistics
- Safety, legislative and statutory requirements
- Supply chain concepts
- Written communication to a level required in the preparation of complex correspondence and reports
Required skills:

- Analyse information and identify areas that impact on verification and validation processes
- Apply verification and validation knowledge relevant to the work being performed
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration during validation and verification processes
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Undertake performance measurement to enable objectives to be measured against defined parameters
- Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
- contractors
- legislation
- managers
- peers
- plans
- policies
- publications
- reference material
- standards
- supervisors
- suppliers

Verification and validation is:
- a generic term for the complete range of checks that are performed on a system in order to increase confidence that the system is suitable for its intended purpose, it includes:
  - performance tests
  - reliability tests
  - rigorous set of functional tests

Organisational policy and procedures may include:
- Australian Standards
- International Standards
- logistics support analysis
- organisational instructions and standards
Stakeholders may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- regulatory authorities
- subordinates
- supervisors
- suppliers
- team members

Materiel may include:
- all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Legislative requirements may include:
- regulations related to such matters as export and import licensing, taxes and duties
- relevant federal, state and local government legislation and regulations including certification requirements

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to relevant occupational health and safety requirements
  - identify, acquire and adjust resources as necessary to ensure effective and efficient performance of the processes
  - initiate and efficiently monitor processes
  - initiate any remedial action required
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLI07 Transport and Logistics Training Package (Version 3)

To be reviewed by 2010

© Commonwealth of Australia 2009

Implement and monitor integrated logistics support plans

Unit Descriptor
This unit covers the competency required to implement and monitor integrated logistics support plans and associated subordinate plans. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Identify requirements for the provision of integrated logistics support

1.1 Sources of information relevant to integrated logistics support plans are identified and obtained in accordance with organisational policy and procedures

1.2 Currency of information is reviewed and documented in accordance with organisational policy and procedures

1.3 Integrated logistics support plans are assessed against reviewed information

2 Implement integrated logistics support plans

2.1 Performance indicators and other criteria for measurement of achievement are developed

2.2 Integrated logistics support risks and impacts relevant to the plan are identified, reported and managed across the life cycle

2.3 Integrated logistics support activities are executed in accordance with organisational policy and procedures

2.4 Participation and contribution to integrated logistics support activities is established and maintained in accordance with the schedule
### Monitor and report on implementation of integrated logistics support

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1</td>
<td>Integrated logistics support plans are monitored and regularly reviewed in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>3.2</td>
<td>Strategies are amended and documented in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>3.3</td>
<td>Performance measures are monitored to ensure they address all key aspects of organisational performance and meet the interests of stakeholders</td>
</tr>
<tr>
<td>3.4</td>
<td>Performance data is analysed on a regular and planned basis both in terms of the indicators and compliance with organisational policy and procedures</td>
</tr>
<tr>
<td>3.5</td>
<td>Strategic performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements</td>
</tr>
</tbody>
</table>

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**

- Codification and cataloguing processes
- Configuration management
- Integrated logistics support processes related to planning
- International agreements
- Interoperability
- Logistics support analysis principles and processes
- Organisational policy and procedures impacting on integrated logistics support
- Organisational role relevant to integrated logistics support
- Performance based logistics
- Product knowledge related to systems and/or equipment in service in the organisation
- Safety, legislative and statutory requirements
- Supply chain concepts
- Technical regulatory framework
- Written communication to a level required in the preparation of correspondence and reports

**Required skills:**

- Apply integrated logistics support and project management knowledge relevant to work being performed
- Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
- Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration in integrated logistics support planning
• Develop and/or comply with procedures to implement and monitor integrated logistics support plans
• Display resilience by continuing to move forward despite criticism or setbacks
• Ensure that mechanisms are in place to monitor integrated logistics support plans
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Undertake performance measurement to enable objectives to be measured against defined parameters

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Sources of information may include:
• contractors
• customers
• legislation
• managers
• peers
• plans
• policies
• publications
• reference material
• standards
• supervisors
• suppliers

Integrated logistics support plans may include:
• disposal
• facilities
• technical data
• training
• transitional plans

Organisational policy and procedures may include:
• Australian Standards
• International Standards
• organisational instructions and standards

Performance indicators may include:
• costs
• milestones
• production
• resources
• scheduling
• timing
Life cycle may include:
- whole of a particular item/system/process, from identification of a capability need to capability disposal

Compliance requirements may include:
- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**
- Assessment must confirm the ability to:
  - apply relevant implementation processes
  - apply knowledge of integrated logistics support plans to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

**Context of and specific resources for assessment**
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  - computer and relevant software
  - legislation, guidelines, procedures and protocols relating to test and evaluation processes
  - plans
  - workplace documentation

**Method of assessment**
- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
- feedback from supervisors and peers regarding the candidate’s ability
- observation
- portfolios
- projects
- questioning
- reviews or reports prepared by the candidate
- scenarios
- simulation or role plays
Conduct integrated logistics support activities

Unit Descriptor
This unit covers the competency required to conduct integrated logistics support activities. It includes the requirement to conduct a range of processes including the capture, recording, recovery and analysis of data; maintenance of associated workplace networks; and stakeholder requirements. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. Materiel systems are a composite of equipment, skills and techniques capable of performing or supporting an operational role, or both. A complete materiel system includes all equipment, related facilities, materiel, software, services and personnel required for its operation and support, to the degree that it can be considered self sufficient in its intended operational environment. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

1 Prepare to conduct integrated logistics support activities

1.1 Stakeholders are identified and consulted on materiel and materiel systems needs and capabilities in accordance with organisational policy and procedures

1.2 Effective relationships are developed with stakeholders through consultation

1.3 Legislation and organisational policy and procedures that may impact on integrated logistics support activity are identified and analysed

1.4 Sources of information relevant to integrated logistics support activities are identified and obtained in accordance with
organisational policy and procedures
1.5 All personnel involved in integrated logistics support are briefed in accordance with standard procedures

2 Conduct integrated logistics support activities
2.1 Integrated logistics support methods and techniques appropriate to the area are employed in accordance with plans, schedules and standard procedures
2.2 Integrated logistics support activities are conducted and concluded within resource constraints
2.3 Integrated logistics support activities are implemented, monitored and amended based on changing circumstances in accordance with methodologies and procedures
2.4 Resources are allocated to integrated logistics support activities in accordance with the integrated logistics support plan and resource availability

3 Report on integrated logistics support activities
3.1 Integrated logistics support performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements
3.2 Integrated logistics support activities are regularly reviewed to ensure systems and/or equipment capability is maintained throughout its life cycle in accordance with organisational policy and procedure

4 Maintain integrated logistics support records
4.1 Integrated logistics support records are completed in accordance with relevant policy and procedures
4.2 Integrated logistics support records are amended and documented in accordance with organisational policy and procedures

REQUIRED KNOWLEDGE AND SKILLS
This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:
• Integrated logistics support processes
• Organisational policy and procedures related to integrated logistics support
• Organisational role relevant to integrated logistics support
• Product knowledge related to systems and/or equipment in service in the organisation
• Reliability, availability and maintainability
• Safety, legislative and statutory requirements relevant to integrated logistics support
• Written and oral communication to a level required in the preparation of correspondence and reports

Required skills:
• Apply integrated logistic support and project management knowledge relevant to work being performed
• Consult and negotiate with stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved
• Demonstrate an understanding of the strategic objectives of the materiel logistics program to identify long-term factors and external considerations that need to be taken into consideration in conducting integrated logistics support activities
• Display resilience by continuing to move forward despite criticism or setbacks
• Identify, review and analyse information that may impact on the integrated logistics support activities or that may be impacted by the integrated logistics support activities
• Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
• Manage time and prioritise work to ensure objectives are met in accordance with required schedule
• Undertake performance measurement to enable objectives to be measured against defined parameters
• Use appropriate information technology and software

RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Stakeholders may include: • capability manager
• contractors
• customers
• project managers
• regulators
• subordinates
• supervisors
• suppliers

Materiel may include: • all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include: • Australian Standards
• International Standards
• organisational instructions and standards

Legislation may include: • relevant federal, state and local government legislation and regulations
Sources of information may include:
- contractors
- databases
- duty statements
- legislation
- managers
- peers
- plans
- policies
- procedures
- publications
- reference material
- standards
- supervisors
- suppliers

Personnel may include:
- capability manager
- contractors
- customers
- project managers
- regulators
- subordinates
- supervisors
- suppliers
- team members

Integrated logistics support activities may include:
- data and information analysis
- data and information management
- data and information retrieval
- identification of data and information
- reporting
- research

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time
Methodologies and procedures may include:

- configuration management
- life cycle costing
- logistics support analysis
- maintenance requirement determination
- procurement
- reliability centred maintenance
- systems engineering

Compliance requirements may include:

- authority
- delegations
- environmental
- legislative
- organisational policy
- regulatory

Life cycle may include:

- whole of a particular item/system/process, from identification of a capability need to capability disposal

Records may include:

- databases
- files
- registers
- spreadsheets

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm the ability to:
  o adhere to and apply relevant data and information management processes
  o analyse data and information
  o apply knowledge of integrated logistics support to assist in work and to guide problem solving

- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment

- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
  o computer and relevant software
  o legislation, guidelines, procedures and protocols relating to test and evaluation processes
plans
workplace documentation

Method of assessment

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  - authenticated evidence from the workplace and/or training programs
  - case studies
  - demonstration
  - feedback from supervisors and peers regarding the candidate’s ability
  - observation
  - portfolios
  - projects
  - questioning
  - reviews or reports prepared by the candidate
  - scenarios
  - simulation or role plays
TLIY908A Apply integrated logistics support processes and procedures

Unit Descriptor
This unit covers the competency required to apply integrated logistics support processes and procedures. Integrated logistics support is a disciplined and iterative approach to materiel management, which addresses supportability throughout the life cycle of a materiel system, with the aim of ensuring operational and preparedness requirements are met, at a minimised life cycle cost, with regulatory, legislative and contractual constraints. The application of processes and procedures is specific to a variety of component processes including: integrated logistics support administrative procedures, integrated logistics support data collection and storage, and integrated logistics support data retrieval. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Employability Skills
This unit contains employability skills.

Application of the Unit
This unit was developed for integrated logistics support specialists working within the materiel logistics area of Defence but is applicable to any individual in this field of work.

Typically these individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgement, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

Competency Field
Y – Materiel Logistics

ELEMENT PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.

1 Prepare to apply integrated logistics support processes and procedures

   1.1 Requirement for application of integrated logistics support processes and procedures is identified from work requests/instructions and is confirmed

   1.2 Occupational health and safety requirements, including those contained in organisation’s procedures, are applied throughout the operation

   1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organisational procedures

   1.4 Sources of information relevant to integrated logistics support requirements are identified and obtained in accordance with organisational policy and procedures

2 Apply integrated logistics support activities are conducted and
2.2 Integrated logistics support activities are implemented, monitored and amended based on changing circumstances in accordance with organisational policy and procedures

3.1 Integrated logistics support outcomes are reported in accordance with organisational policy and procedures

3.2 Integrated logistics support activities are monitored and reviewed to ensure systems and/or equipment capability is maintained, in accordance with organisational policy and procedures

4.1 Integrated logistics support records are maintained in accordance with organisational policy and procedures

4.2 Integrated logistics support records are amended and documented in accordance with organisational policy and procedures

REQUiRED KNOWLiEDGE AND SKiLLS
This describes the essential knowledge and skills and their level required for this unit.

**Required knowledge:**
- Integrated logistics support administrative procedures
- Integrated logistics support data collection and storage requirements
- Integrated logistics support data retrieval procedures
- Materiel life cycle
- Organisational role relevant to integrated logistics support
- Safety, legislative and statutory requirements relevant to integrated logistics support
- Written communication to a level required in the preparation of letters and reports

**Required skills:**
- Apply integrated logistic support knowledge relevant to work being performed
- Display resilience by continuing to move forward despite criticism or setbacks
- Identify the relationship between organisational goals and recognise how own work contributes to the achievement of those goals
- Operate equipment and systems required to apply integrated logistic support processes and procedures
- Use appropriate information technology and software
RANGE STATEMENT
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Organisation may include:
- Defence
- enterprises that work in integrated logistics support
- other government departments or instrumentalities that work with materiel

Resources may include:
- financial
- information technology applications and tools
- infrastructure
- personnel
- time
- databases

Organisational policy and procedures may include:
- Australian Standards
- International standards
- organisational instructions and standards

Integrated logistics support activities may include:
- integrated logistics support administrative procedures
- integrated logistics support data collection and storage
- integrated logistics support data retrieval

Records may include:
- databases
- files
- registers
- spreadsheets

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit
- Assessment must confirm the ability to:
  - adhere to and apply relevant data collection, storage and retrieval requirements
  - apply knowledge of integrated logistics support to assist in work and to guide problem solving
- Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Context of and specific resources for assessment
- Competency should be assessed in the workplace or in a simulated workplace environment
- Access is required to:
o computer and relevant software
o legislation, guidelines, procedures and protocols relating to test and evaluation processes
o plans
o workplace documentation

**Method of assessment**

- Where possible, assessment should be supported by questions to assess required knowledge. Questioning techniques should suit the language and literacy levels of the candidate.
- Assessment methods should reflect workplace demands such as literacy and the needs of particular groups.
- Assessment methods suitable for valid and reliable assessment of this unit of competency may include a combination of methods such as:
  o authenticated evidence from the workplace and/or training programs
  o case studies
  o demonstration
  o feedback from supervisors and peers regarding the candidate’s ability
  o observation
  o portfolios
  o projects
  o questioning
  o reviews or reports prepared by the candidate
  o scenarios
  o simulation or role plays