



Australian Government

TLI22318 Certificate II in Rail Customer Service

Release 2

TLI22318 Certificate II in Rail Customer Service

Modification History

Release 2. This is the second release of this qualification in the TLI Transport and Logistics Training Package. The following unit has been updated in the general elective units:

- TLIF0020 Safely access the rail corridor.

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

Qualification Description

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

Job roles

The TLI22318 Certificate II in Rail Customer Service qualification is aligned to the following defined roles:

- booking clerk
- customer service attendant/assistant
- passenger service officer
- station assistant/officer
- train buffet operator
- train conductor.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **12 units** of competency comprising:

8 core units listed below, **plus**

4 general elective units from the **general elective units** listed below.

Up to **2 of the general elective units** may be selected from any relevant nationally endorsed Training Package. The general elective units must contribute to the vocational outcomes of the qualification

Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Core units

TLIB3118	Apply awareness of railway fundamentals
TLIE0002	Process workplace documentation
TLIE1003	Participate in basic workplace communication
TLIE2007	Use communications systems
TLIF1001	Follow work health and safety procedures
TLIG1001	Work effectively with others
TLII2020	Provide assistance to customers with specific needs
TLII3022	Provide customer service in rail operations

General elective units

BSBOPS203	Deliver a service to customers
CHCCCS020	Respond effectively to behaviours of concern
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
SITHFAB002	Provide responsible service of alcohol
SITXFSA001	Use hygienic practices for food safety
TLIB1024	Clean transportation units and facilities for passenger use
TLIC2078	Identify and respond to signals and trackside signs
TLID1001	Shift materials safely using manual handling methods
TLIE1005	Carry out basic workplace calculations
TLIF0008	Apply safety critical communications in the rail environment
TLIF0020	Safely access the rail corridor
TLIF2006	Apply accident-emergency procedures
TLIF2010	Apply fatigue management strategies

TLIF2018	Operate firefighting equipment
TLIF2062	Apply awareness of safeworking rules and regulations
TLIG2007	Work in a socially diverse environment
TLIK2003	Apply keyboard skills
TLIK2010	Use infotechnology devices in the workplace
TLIL2048	Prepare for train departure
TLIO2011	Provide revenue protection measures
TLIP2038	Conduct, balance and secure financial transactions
TLIP2039	Ensure the confidentiality, privacy and security of customer information
TLIP3034	Advise on and construct fares for customers
TLIU2012	Participate in environmentally sustainable work practices

Qualification Mapping Information

This qualification replaces and is equivalent to TLI22315 Certificate II in Rail Customer Service.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>