Australian Government

TLI33118 Certificate III in Rail Customer Service

Release 3

TLI33118 Certificate III in Rail Customer Service

Modification History

Release 3. This is the third release of this qualification in the TLI Transport and Logistics Training Package. The following units have been updated in the general elective units:

- BSBOPS304 Deliver and monitor a service to customers
- BSBPEF301 Organise personal work priorities
- HLTAID010 Provide basic emergency life support emergency life support
- HLTAID011 Provide first aid
- TLIF0020 Safely access the rail corridor.

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

- TLIB0007 Respond and rectify rail traffic autonomous operations
- TLIC0005 Close down rail traffic from autonomous operations
- TLIC0006 Set up rail traffic for autonomous operation
- TLIF0015 Recognise the impact of human capabilities/limitations on human performance in a rail environment.

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

Qualification Description

They may perform a broad range of skilled applications in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

This qualification is aligned to the following defined roles:

- passenger service officer
- senior customer service assistant/officer
- station manager
- station officer.

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.

Australian Industry Standards

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

BSBCUS201	Deliver a service to customers
SITXCOM005	Manage conflict
TLIB3118	Apply awareness of railway fundamentals
TLIE3022	Complete workplace documents
TLIF3003	Implement and monitor work health and safety procedures
TLIF3085	Apply local incident response procedures
TLIG3003	Apply positive behaviours in the workplace
TLIJ3002	Apply quality systems

General elective units

BSBOPS304	Deliver and monitor a service to customers
BSBPEF301	Organise personal work priorities
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
PSPGEN005	Participate in workplace change
PUAFER005	Operate as part of an emergency control organisation
TLIB0007	Respond and rectify rail traffic autonomous operations
TLIC0005	Close down rail traffic from autonomous operations
TLIC0006	Set up rail traffic for autonomous operation

TLIC2078	Identify and respond to signals and trackside signs
TLIF0015	Recognise the impact of human capabilities/limitations on human performance in a rail environment
TLIF0020	Safely access the rail corridor
TLIF2010	Apply fatigue management strategies
TLIF2062	Apply awareness of safeworking rules and regulations
TLIF2081	Perform lookout duties
TLIF3058	Apply safeworking rules and regulations to rail functions
TLIG3002	Lead a work team or group
TLIL3072	Operate signal panel or equipment
TLIO2011	Provide revenue protection measures
TLIO3012	Manage disruptive and/or unlawful behaviour
TLIO3015	Maintain security of railway property and revenue
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
TLIW2037	Clip and secure points

Qualification Mapping Information

This qualification replaces and is equivalent to TLI33115 Certificate III 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