Assessment Requirements for TLIB0009 Provide first-level rail network wayside technical support remotely

Assessment Requirements for TLIB0009 Provide first-level rail network wayside technical support remotely

Modification History

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

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two separate occasions and include:

- demonstrating technical customer service skills
- identifying the rail user wayside system fault and technical support required
- making decisions based on evaluation of faults, defects, deficiencies and operational capabilities
- obtaining rail user feedback and documenting problem resolution
- reading and interpreting relevant instructions, wayside technical manuals, workplace procedures and manufacturer specifications
- resolving first-level rail user support fault remotely using effective problem-solving process.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- effective problem-solving process
- environmental hazards and appropriate remedial actions that should be taken
- key features of first-level technical support policies and procedures
- operational requirement of rail network wayside system
- rail user support procedures of limited complexity related to known or commonly used options
- range of contexts where escalation procedures are required
- typical wayside minor repair problems that can occur, and appropriate remedial actions that should be taken
- work health and safety (WHS)/occupational health and safety (OHS) procedures related to the rail safety work environment and safety management system (SMS) requirements.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training

Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- applicable documentation, including workplace procedures, emergency response plan, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851