TLIB0009 Provide first-level rail network wayside technical support remotely

Release: 1

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Modification History

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

Application

This unit involves the skills and knowledge required to provide first-level rail network wayside system technical support remotely.

It includes determining the rail user, wayside system being used and identifying faults. It also includes proving resolution of issue, whilst maintaining effective communications.

This unit applies to a technically competent or experienced person who, while working under a level of supervision, has responsibility in a frontline technical support capacity to exercise discretion and judgement using appropriate rail wayside knowledge to provide technical assistance and remote help desk support to rail users.

Job Role:

Job roles and titles vary across different rail sectors. Possible job titles relevant to this unit include:

- asset help.

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

Pre-requisite Unit

Not applicable.

Competency Field

B - Equipment Checking and Maintenance

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine the rail user support issue	**1.1** Eligibility status of the rail user experiencing difficulties is determined in accordance with workplace procedures
	1.2 Wayside system fault is clarified with rail user using active listening and questioning techniques
	1.3 Safety and environmental hazards are identified, risks assessed and control measures implemented in accordance with regulator and workplace procedures
	1.4 Nature of the wayside system fault is confirmed using technical language that is appropriate for the rail user
2. Identify the rail wayside system being used by the rail user	**2.1** Application of rail wayside system being used by the rail user is identified and confirmed
	2.2 Wayside system function, location and the stage of the process they have reached is identified, using active listening and questioning techniques
	2.3 Rail user is stepped back to the beginning of the process using plain language and effective problem-solving process
	2.4 Rail user is walked through the problem-solving process in a clear and logical manner
3. Confirm resolution of rail user support issue	**3.1** Factors that may have created the wayside fault are determined, described and eliminated in accordance with effective problem-solving process and workplace procedures
	3.2 Wayside system recovery is explained and the rail user is guided through the appropriate resolution process for the identified issue
	3.3 Sufficient instructions are provided to the rail user to enable effective handling and resolution of the wayside issue, if it recurs
	3.4 Next level escalation is offered, if the rail user request is

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		not possible to resolve under current circumstances
	3.5	Rail wayside issue resolution and actions taken are documented in accordance with workplace procedures
4. Maintain effective communications	**4.1**	Resolution of wayside system fault is confirmed with rail user in accordance with workplace procedures
	4.2	Rail user satisfaction with the current service is confirmed in accordance with workplace procedures
	4.3	Supplementary support or follow-up actions are discussed in accordance with workplace procedures
	4.4	Relevant rail wayside records are completed and required follow-up actions recorded in accordance with workplace procedures and requirements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit.   No equivalent unit.

Links

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