



**Australian Government**

# **Assessment Requirements for TLII0003 Optimise delivery service**

**Release: 1**

# Assessment Requirements for TLII0003 Optimise delivery service

## 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 one occasion and include:

- amending existing workplace procedures to align to new regulatory requirements
- analysing workplans and completed journeys
- assessing route/s to optimise distribution business costs and meet required customer delivery window including:
  - clearances and infrastructure works
  - limits
  - permit requirements
  - relevant restrictions
- assessing and prioritising customer contract requirements
- clarifying and obtaining relevant information to workplan
- comparing changes in survey data on customer satisfaction
- determining non-conformances against customer contract requirements
- developing action plans to improve services
- developing strategies that address deficiencies in operational capacity
- identifying deficiencies in operation
- monitoring realtime performance data on delivery service
- obtaining, prioritising and actioning customer feedback in relation to delivery service practices
- obtaining, prioritising and actioning data in relation to match of cargo to delivery service practices
- preparing reports for future improvements in delivery of service
- seeking feedback on noncompliance, quality standards and breaches of regulatory requirements
- surveying and seeking information on improvements to delivery service from relevant stakeholders
- surveying current regulatory requirements and identifying any changes that impact delivery service or business practices
- using all available relevant data sources to review delivery service practices
- using appropriate technology and relevant tools to report customer satisfaction
- verifying survey data on customer satisfaction and delivery service indicators and analysing

against performance.

## 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:

- business costs associated with resource allocation and cargo movement
- communication techniques
- customer contractual arrangements
- customer requirements are identified
- information technology equipment utilised in industry and operational management systems for delivery of service
- non-conformances including:
  - damaged product
  - out of time delivery
  - quantity discrepancies
- operational capacity and constraints
- operational management systems for delivery service
- relevant codes of practice
- relevant customer contracts
- relevant regulatory requirements
- relevant workplace procedures
- work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) requirements.

## Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- acceptable means of simulated assessment.

## **Links**

Companion Volume Implementation Guides are found in VETNet -

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