



**Australian Government**

# **Assessment Requirements for TLII3022 Provide customer service in rail operations**

**Release: 1**

# Assessment Requirements for TLII3022 Provide customer service in rail operations

## 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:

- adapting to differences in equipment in accordance with operating procedures
- communicating effectively with others
- delivering service to customers at train station platforms and/or on a train
- establishing contact with customers
- identifying customer needs
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- interpreting and following operational instructions and prioritising duties in accordance with customer needs
- modifying activities depending on operational contingencies, risk situations and environments
- reading and interpreting relevant instructions, procedures, information and signs.

## 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:

- availability and types of alternative service for customers during planned and unplanned events that may affect regular services
- emergency procedures and emergency response plans
- relevant documentation/records
- relevant environmental protection legislation
- relevant privacy, anti-discrimination and confidentiality operational procedures
- relevant state/territory legislation, regulations and organisational policies, procedures and codes of practice
- relevant work health and safety (WHS)/occupational health and safety (OHS) legislation

- service timetables and network information commonly requested by customers
- types of inquiries that are likely to be made and appropriate responses, in accordance with workplace procedures
- workplace instructions and procedures for transporting customers with specific needs.

## 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 must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate rail 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 include:

- a range of relevant exercises, case studies and/or 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.

## Links

Companion Volume implementation guides are found in VETNet -

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