



**Australian Government**

# **TLI3022 Provide customer service in rail operations**

**Release: 1**

# TLI3022 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.

## Application

This unit involves the skills and knowledge required to provide customer service in rail operations in accordance with legislative, regulatory and workplace requirements.

It includes establishing contact with customers, identifying customer needs and delivering service to customers at train station platforms and/or on a train.

Work is generally performed without supervision and in a team environment. It involves the provision of service to customers requiring assistance either on or off a train.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

I – Customer Service

## Unit Sector

Not applicable.

## Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

### **1 Establish contact with customers**

1.1 Customers are acknowledged and greeted in a professional, courteous and concise manner in accordance with organisational requirements

1.2 Personal dress and presentation is maintained in accordance with organisational requirements

- 1.3 Effective communication and interpersonal skills are used to facilitate accurate and relevant exchange of information
  - 1.4 Sensitivity to customer specific needs, and cultural and individual differences is maintained
  - 1.5 Genuine interest in customer needs is displayed
- 2 Identify customer needs**
- 2.1 Appropriate questioning and active listening is used to determine customer needs
  - 2.2 Urgency of customer needs is assessed to identify priorities for service delivery
  - 2.3 Appropriate customer service for specific customer need is identified
- 3 Deliver service to customers**
- 3.1 Identified service that meets identified customer need is promptly provided in accordance with organisational requirements
  - 3.2 Customer communications are conducted in a clear, concise and courteous manner
  - 3.3 Customer inquiries are dealt with courteously and efficiently
  - 3.4 Questions are used to clarify customer needs or concerns
  - 3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customer needs
  - 3.6 Customer is directed to other staff and/or assistance from other staff is sought when customer inquiry cannot be fully answered
  - 3.7 Opportunities to enhance quality of service and products are identified and action is taken to improve service whenever possible
  - 3.8 Information about problems, delays and follow up is provided within appropriate timeframes as required
  - 3.9 Customer inquiries and associated action/s are recorded and/or reported as required in accordance with workplace procedures

## 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 unit replaces and is equivalent to TLII3022A Provide customer service in rail operations.

## Links

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