



Australian Government

**Assessment Requirements for TLIL4010
Assess and confirm customer transport
requirements**

Release: 1

Assessment Requirements for TLIL4010 Assess and confirm customer transport requirements

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:

- applying relevant legislation and workplace procedures
- communicating effectively with others when assessing and confirming customer transport requirements
- completing all workplace processes related to transporting goods/stock
- completing relevant documentation
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- negotiating with others when assessing and confirming customer transport requirements
- operating and adapting to differences in equipment in accordance with standard operating procedures
- planning work activities, including predicting consequences and identifying improvements
- reading and interpreting relevant instructions, procedures, information and signs
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working collaboratively with others when assessing and confirming customer transport requirements
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- customer service and quotation/specification systems and resources
- relevant regulatory and code requirements including mass and load regulations
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection policies and procedures
- strategies to implement continuous improvement processes
- typical problems that can occur when assessing and confirming customer transport requirements, and related appropriate action that can be taken
- workplace protocols and procedures for assessing and confirming customer transport 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 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 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.
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Links

Companion Volume implementation guides are found in VETNet -

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