



**Australian Government**

# **TLIL4010 Assess and confirm customer transport requirements**

**Release: 1**

# 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.

## Application

This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements within the transport and logistics industry.

It includes assessing the goods/stock to be transported, determining the transit requirements and completing all required documentation.

Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements and leadership of others individually or in teams. It is performed under minimum supervision with general guidance on progress and outcomes.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

L – Resource Management

## Unit Sector

Not applicable.

## 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 Assess goods/stock to be transported**

1.1 Customer service parameters are followed in accordance with workplace procedures

- 1.2 In consultation with customer, key characteristics of goods/stock to be transported are determined
  - 1.3 Regulatory and/or specific requirements for load shipment are identified
  - 1.4 Specific load handling characteristics/requirements are identified
  - 1.5 Task requirements are matched to workplace capability and operational focus
- 2 Determine transit requirements**
- 2.1 Applicable transportation modes are matched to customer geographic location, load packaging characteristics, quantity of goods to be transported and specific requirements for goods
  - 2.2 Required pick-up and destination point/s are identified and assessed for safe access and operation
  - 2.3 Specified transit times and routes are identified and agreed with customer
  - 2.4 Transportation mode/s are determined with customer about load characteristics, transit requirements and cost effectiveness
  - 2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
- 3 Complete documentation**
- 3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and scope of authority
  - 3.2 Parameters of service requirements for the workplace and customer are documented
  - 3.3 Quotations for services/specifications are itemised and documented and processed in accordance with workplace procedures
  - 3.4 Legislative, insurance or specific conditions for load transport are recorded and filed 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 TLIL4010A Assess and confirm customer transport requirements.

## **Links**

Companion Volume implementation guides are found in VETNet -

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