



Australian Government

TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises

Release: 1

TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises

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 develop and maintain operational procedures for transport and logistics enterprises in accordance with relevant regulations, standards and codes of practice, including the Australian Dangerous Goods (ADG) Code and workplace procedures.

It includes planning and developing operational procedures, and monitoring and evaluating the implementation of these operational procedure/s.

Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

The unit generally applies to those with responsibility for resource coordination and allocation, and who lead individuals and teams.

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

Elements describe the essential outcomes.

1 Plan and develop

PERFORMANCE CRITERIA

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

1.1 Processes requiring development/modification of

operational procedures	<p>operational procedures are identified and confirmed with relevant personnel and business units</p> <p>1.2 Scope, focus and extent of the operational procedure/s are discussed and validated with affected personnel</p> <p>1.3 Current procedures are evaluated to ensure development is not unnecessarily duplicating previous work</p> <p>1.4 Factors likely to impact on the development process are identified and techniques are adopted for their incorporation into the procedure/s</p> <p>1.5 Proposed operational procedures are researched using a range of sources and provision is made to include user input</p> <p>1.6 Operational procedures are developed, documented and verified with relevant internal/external personnel and/or organisations, in accordance with workplace procedures</p> <p>1.7 New operational procedures are trialled with a target group as required</p> <p>1.8 Performance indicators are developed to measure the effectiveness of the operational procedure/s</p>
2 Monitor the implementation of the operational procedure/s	<p>2.1 Introduction of the operational procedure/s for selected units/job functions is planned with affected personnel to ensure understanding and the need for compliance</p> <p>2.2 Effective induction and supervision is provided to support personnel in implementing the new procedure/s</p> <p>2.3 Personnel performance is monitored to ensure adherence to the operational procedure/s and to assess the requirement to modify the process</p> <p>2.4 Solicited feedback is actively sought from personnel implementing the operational procedure/s</p>
3 Evaluate the implementation of operational procedures	<p>3.1 Effectiveness of the operational procedure/s is assessed against developed performance indicators</p> <p>3.2 Operational procedure/s are modified/deleted as required, in accordance with evaluation mechanism and enterprise requirements</p> <p>3.3 Relevant personnel are kept informed of the evaluation process and advised of subsequent changes to operational</p>

procedure/s

- 3.4 Records, reports and recommendations for improvement are managed within the workplace information systems and processes

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 TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises.

Links

Companion Volume implementation guides are found in VETNet -

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