



Australian Government

TLIP0006 Develop plans to meet customer and organisation needs

Release: 1

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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 plans to meet customer and organisation needs.

It includes preparing and contributing to strategic planning, contributing to documentation preparation, and communicating planning outcomes to meet customer and organisation needs.

Work is performed under limited or minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in developing plans to meet customer and organisational needs.

Work involves responsibility for developing work plans and leading others individually or in teams.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare to contribute to

PERFORMANCE CRITERIA

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

1.1 Relevant customer and organisation information is

strategic planning	collected
	1.2 Emerging market trends are identified
	1.3 Opportunities for product and service enhancement are determined
	1.4 Strategies to strengthen the workplace market focus and customer relationships are drafted
2 Contribute to planning	2.1 The vision and values of the organisation are understood in relation to planning processes
	2.2 Developed strategies are presented for consideration
3 Contribute to documentation preparation	3.1 Documents are prepared in consultation with others and as directed
	3.2 Compliance checks related to documentation are completed
	3.3 Documentation preparation is reviewed and updates are suggested
4 Communicate planning outcomes	4.1 Outcomes of planning processes is communicated to stakeholders
	4.2 Feedback from stakeholders is gathered
	4.3 Outcomes from feedback activities is communicated to management
	4.4 Follow-up on feedback is actioned

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is not equivalent to TLIP4001 Develop plans to meet customer and organisation needs.

Links

Companion Volume Implementation Guides are found in VETNet -

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