



Australian Government

Assessment Requirements for TLIP3034 Advise on and construct fares for customers

Release: 1

Assessment Requirements for TLIP3034 Advise on and construct fares for customers

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, performance criteria on at least one occasion and include:

- adapting to differences in equipment in accordance with operating procedures
- applying relevant tourist industry regulatory requirements and workplace procedures
- carrying out relevant research and analysis
- carrying out sales and refund procedures
- communicating and negotiating effectively with others
- completing relevant documentation, including preparing travel documentation
- constructing fares in accordance with workplace procedures
- designing and constructing itineraries
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- processing coupons in accordance with workplace procedures
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with tourist industry regulatory requirements and workplace procedures
- working systematically with attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and include knowledge of:

- air, coach, ferry, tram and rail fare structures and schedules
- applicable insurance and public liability
- communication and negotiation requirements when advising on and constructing fares for customers
- documentation and record requirements
- Australian travel industry standards
- problems that may occur when advising on and constructing fares for customers, and appropriate action that can be taken to resolve these problems
- procedures for developing fare quotations
- relevant consumer law and trade practice requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- transport provider information and capability
- workplace procedures and policies for advising on and constructing fares for customers
- workplace travel products and services.

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.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, 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, tourist industry regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

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

