



**Australian Government**

# **TLIP4001 Develop plans to meet customer and organisation needs**

**Release: 1**

# TLIP4001 Develop plans to meet customer and organisation needs

## 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 contributing to strategic planning, analysing market needs, contributing to business documentation and communicating with other members of the organisation on planning matters.

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 Contribute to strategic planning**

### PERFORMANCE CRITERIA

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

1.1 Contribution is made to shared vision and values of the organisation by assisting with examining future opportunities and directions and their use in shaping

business goals and objectives

1.2 Contribution is made to strategic planning by assisting with investigating the business environment of the organisation

## **2 Analyse market needs**

2.1 Customer needs are researched and outcomes are analysed and interpreted to establish business options and opportunities

2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace market focus in suitable directions

## **3 Contribute to business documentation**

3.1 Contributions are made to preparing organisational business plans/budgets

3.2 All workplace insurance needs are identified and suitable cover is taken out

## **4 Communicate with other members of the organisation**

4.1 Outcomes of planning process are communicated to appropriate persons in the organisation

4.2 Feedback mechanisms are used to ensure continuous improvement of planning processes and outcomes

## **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 TLIP4001A 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>